



HURRICANE HANDBOOK

LAFAYETTE UTILITIES SYSTEM

HOW TO BE PREPARED DURING HURRICANE SEASON



Dedicated to improving the way you live.



Lafayette Utilities System is proud to be a part of this community and the people we serve. We strive to provide dependable, affordable **electric** energy; safe, clean drinking **water** and environmentally sound **wastewater** treatment. We deliver the services you depend on with a high standard of customer service to improve the way you live. As a publicly owned and operated utility, LUS invests in the community, through the support of local organizations and an annual payment to Lafayette Consolidated Government's general fund of \$22 million. *We're not only dedicated to improving the way of life in Lafayette, we're dedicated to improving the way you live.*

Connects/Disconnects/Billing
337.291.8280 or 800.935.2LUS

Power Outage
337.291.5700

LUS Fiber
337.993.4237



705 W. UNIVERSITY | LAFAYETTE, LA 70506 | 1875 W. PINHOOK RD | LAFAYETTE, LA 70508 | LUS.ORG

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introduction

A Message

From City-Parish President Joel Robideaux

Dear Lafayette Residents:

In South Louisiana, June 1st means the start of hurricane season. It has been several years since Lafayette Parish has been threatened by a major storm, although we can never be too prepared for whatever Mother Nature brings our way. This year, experts are predicting a more active hurricane season. It is anticipated there will be several named storms, some of which could become hurricanes. Through experience, we know the value of preparation when it comes to the threat of a hurricane.

Your family's best and most reliable storm defense is developing a good hurricane plan before you need it.

Lafayette Consolidated Government (LCG) will keep you informed and we will be ready to take action should a storm come our way. We will provide you with important updates and communicate through traditional media, such as television and radio, in addition to our website, social media and, in some cases, recorded telephone messages. Our highly-trained employees will be prepared to respond as necessary and as the need arises to work with other governmental agencies to get Lafayette back up and running again.

More importantly, please remember hurricane safety begins with you, and it is up to you to ensure your family is fully prepared in the event of a storm. To help you we have created this Hurricane Handbook. I strongly encourage you to develop a family plan and know what to do before and during a hurricane, and also how to stay safe after the storm has passed. Please read through this guide and follow the tips provided.

Sincerely,



Joel Robideaux
Mayor-President
Lafayette Consolidated Government



directory

LAFAYETTE CONSOLIDATED GOVERNMENT

Parish Government Offices	291-8200
Office of Emergency Operations	291-8358
Office of Homeland Security and Emergency Preparedness	291-5075
Clerk of the Council	291-8810
Assistant Clerk of the Council	291-8816
Lafayette Public Library System	261-5787
Lafayette Utilities System	291-8280
Lafayette Animal Shelter	291-5644
Environmental Quality Division:	291-8529
Debris/Garbage Collection, Waste Disposal Information	
Dean Domingue Compost Facility	
Planning, Zoning and Codes	291-8013
Public Works Department:	291-8517
Street Maintenance, Drainage, Sandbag Information	

CITY OF BROUSSARD

Broussard City Hall	837-6681
Supervisor of Utility Operations	837-6681
Utility Emergency Phone Number:	837-6681
Sandbags, Water, Sewage,	
Street Maintenance, Debris, Etc.	

CITY OF CARENCRO

Carencro City Hall	896-8481
Utilities Supervisor:	896-8481
Sandbags, Water, Sewage,	
Street Maintenance, Debris, Etc.	
Code Department	896-7971

TOWN OF DUSON

Duson City Hall	873-6754
Utility Operations:	873-6754
Sandbags, Water, Sewage, Street Maintenance,	
Debris, Etc.	
Maintenance/Street Operations	873-8014

CITY OF SCOTT

Scott City Hall	233-1130
City Manager	233-1130
Superintendent of Utilities/Gas Supervisor:	233-1130
Sandbags, Water, Sewage, Street Maintenance,	
Debris, Etc.	

CITY OF YOUNGSVILLE

Youngsville City Hall	856-4181
Town Manager/Water Plant	856-4181
Street Supervisor/Wastewater Plant:	856-4181
Sandbags, Water, Sewage, Street Maintenance	
Garbage/Debris, Etc.	856-4181

UTILITIES

Lafayette Utilities System (electricity, water, wastewater)	291-8280
LUS Fiber (video, Internet, phone)	99-FIBER (993-4237)
Entergy (electricity)	1-800-368-3749
SLEMCO (electricity)	1-888-275-3626
Atmos Energy (gas)	1-888-286-6700
CenterPoint Energy (gas)	1-800-477-0177
Water Works District South	989-9600
Water Works District North	896-8683
Milton Water System	856-6206

EMERGENCY SERVICES

Local Police & Fire Departments	Emergencies: Dial 911
Lafayette Parish Sheriff's Office	Emergencies: Dial 911
Acadian Ambulance Service	Emergencies: Dial 911
Louisiana State Police/Road Closures	1-800-469-4828 or Cell *511
Emergency Housing Programs	800-414-1226
Hazardous Materials — State Police Hotline	225-925-6595

To Report A Power Outage
337-291-9200

directory









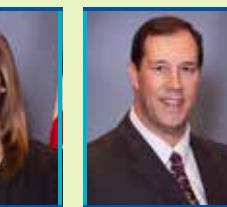
GENERAL ASSISTANCE

American Red Cross – Acadiana Area Chapter	234-7371
FoodNet	232-3663
232-HELP/LA211	232-4357 or Dial 211
United Way of Acadiana & Volunteer Center	233-8302
Centers for Disease Control and Prevention	800-232-4636
FEMA	800-621-3362
Governor's Office of Homeland Security & Emergency Preparedness	225-925-7500
Louisiana Department of Health & Hospitals/Vital Records	504-593-5100
Louisiana Department of Transportation & Development	225-379-1232
Louisiana SPCA	504-368-5191
LSU AgCenter	225-578-4161
Medicare and Medicaid Issues	800-633-4227
National Association of Homebuilders	800-368-5242
National Hurricane Center	305-480-8876
Public Housing Programs	800-955-2232
Small Business Administration Disaster Customer Service Center	800-659-2955
Lafayette Parish Farm Service Agency	337-262-6601
Social Security Administration	800-772-1213
U.S. Postal Service	800-275-8777

LINKS

LUS	www.lus.org
LUS Fiber	www.LUSFIBER.com
Lafayette Consolidated Government	www.lafayettegov.org
American Red Cross	www.redcross.org
Office of Homeland Security & Emergency Preparedness (Lafayette Parish)	www.lafayetteoep.org
Governor's Office of Homeland Security & Emergency Preparedness	www.getagameplan.org

LAFAYETTE CITY-PARISH COUNCIL *Member: Lafayette Public Utilities Authority

								
District 1 Kevin Naquin	District 2 Jay Castille	District 3 Patrick Lewis	District 4 Kenneth P. Boudreaux*	District 5 Jared Bellard	District 6 Bruce M. Conque	District 7 Nanette Cook	District 8 Liz W. Hebert	District 9 William G. Theriot

Highway Information	www.511la.org
Contra-flow Traffic Info	www.lsp.org
Centers for Disease Control and Prevention	www.cdc.gov
Disaster Contractor's Network	www.dcnonline.org
Federal Alliance for Safe Homes	www.flash.org
FEMA	
Hurricane Basics:	www.ready.gov/hurricanes
Mitigation Division	www.fema.gov/plan-prepare-mitigate
Recovering from Disaster:	www.ready.gov/recovering-disaster
Flood Information	www.floodsmart.gov
Generator Safety	www.redcross.org/prepare/disaster/power-outage/safe-generator-use
Institute for Businesses & Home Safety	www.disastersafety.org
Lafayette Public Library System	www.lafayettepubliclibrary.org
Facebook:	www.facebook.com/LafayettePublicLibrary
Louisiana Department of Health & Hospitals	
Vital Records Requests:	www.dhh.louisiana.gov/index.cfm/page/649
Louisiana Department of Social Services	www.dss.state.la.us
Louisiana Recovery Authority	www.lra.louisiana.gov
LSU AgCenter	
Disaster Recovery & Assistance:	www.lsuagcenter.com/disasterrecovery
Louisiana Floods! What You Need to Know:	www.lsuagcenter.com/en/family_home/hazards_and_threats/floods_hurricanes
Home Design & Construction:	www.lsuagcenter.com/en/family_home/home/design_construction
National Association of Home Builders	www.nahb.org
National Flood Insurance Program	www.floodsmart.gov
National Hurricane Center	www.nhc.noaa.gov
National Oceanic and Atmospheric Administration	
NOAA Weather Radio:	www.weather.gov/nwr/
National Weather Service:	www.weather.gov
NWS All Hazards:	www.srh.weather.gov/srh/jetstream/nws/nwr.html
Pet-Friendly Lodging	www.pets-allowed-hotels.com www.petsonthegovet.com

hurricane names

2016

Alex
Bonnie
Colin
Danielle
Earl
Fiona
Gaston
Hermine
Ian
Julia
Karl

Lisa
Matthew
Nicole
Otto
Paula
Richard
Shary
Tobias
Virginie
Walter

2017

Arlene
Bret
Cindy
Don
Emily
Franklin
Gert
Harvey
Irma
Jose
Katia

Lee
Maria
Nate
Ophelia
Philippe
Rina
Sean
Tammy
Vince
Whitney

2018

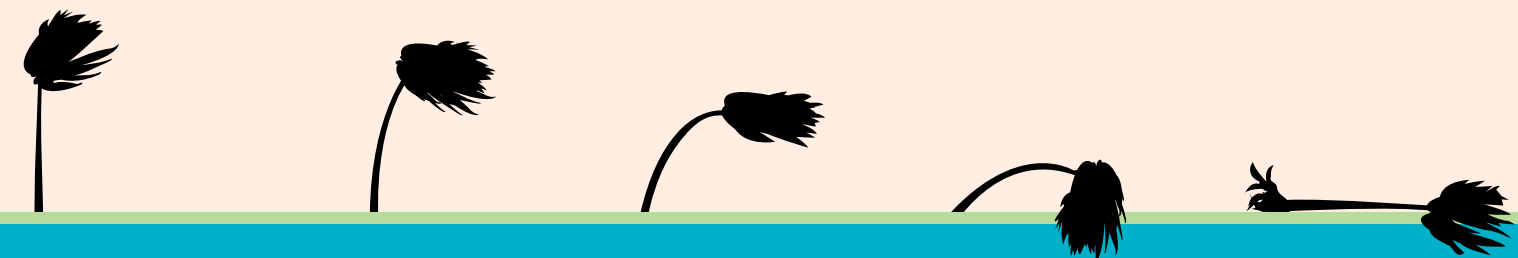
Alberto
Beryl
Chris
Debby
Ernesto
Florence
Gordon
Helene
Isaac
Joyce
Kirk

Leslie
Michael
Nadine
Oscar
Patty
Rafael
Sara
Tony
Valerie
William

Saffir-Simpson Wind Scale is a 1-to-5 categorization based on the hurricane's intensity at the indicated time. The scale provides examples of the type of damages and impacts in the United States associated with winds of the indicated intensity. In general, damage rises by about a factor of

four for every category increase. The maximum sustained surface wind speed (peak 1-minute wind at 10 m [33 ft]) is the determining factor in the scale. Earlier versions of this scale - known as the Saffir-Simpson Hurricane Scale - incorporated central pressure and storm surge as components of the categories. Thus, to help reduce public

confusion about the impacts associated with the various hurricane categories as well as to provide a more scientifically defensible scale, the storm surge ranges, flooding impact and central pressure statements are being removed from the scale and only peak winds are employed in this revised version.



<p>Category 1 74-95 mph</p> <p>Some damage to building structures could occur, primarily to unanchored mobile homes (mainly pre-1994 construction). Some damage is likely to poorly constructed signs. Loose outdoor items will become projectiles, causing additional damage. Persons struck by wind-borne debris risk injury and possible death. Numerous large branches of healthy trees will snap. Some trees will be uprooted, especially where the ground is saturated. Many areas will experience power outages with some downed power poles.</p>	<p>Category 2 96-110 mph</p> <p>Some roofing material, door, and window damage of buildings will occur. Considerable damage to mobile homes (mainly pre-1994 construction) and poorly constructed signs is likely. Loose outdoor items will become projectiles, causing additional damage. Persons struck by wind-borne debris risk injury and possible death. Numerous large branches will break. Many trees will be uprooted or snapped. Extensive damage to power lines and poles will likely result in widespread power outages that could last a few to several days.</p>	<p>Category 3 111-130 mph</p> <p>Some structural damage to houses and buildings will occur with a minor amount of wall failures. Mobile homes (mainly pre-1994 construction) and poorly constructed signs are destroyed. Persons struck by wind-borne debris risk injury and possible death. Many trees will be snapped or uprooted and block numerous roads. Near total power loss is expected with outages that could last from several days to weeks.</p>	<p>Category 4 131-155 mph</p> <p>Some wall failures with some complete roof structure failures on houses will occur. All signs are blown down. Complete destruction of mobile homes (primarily pre-1994 construction). Extensive damage to doors and windows is likely. Wind-borne debris will cause extensive damage and persons struck by the wind-blown debris will be injured or killed. Most trees will be snapped or uprooted. Fallen trees could cut off residential areas for days to weeks. Electricity will be unavailable for weeks after the hurricane passes.</p>	<p>Category 5 155+ mph</p> <p>Catastrophic damage is expected. Complete roof failure on many residences and industrial buildings will occur. Some complete building failures with small buildings blown over or away are likely. All signs blown down. Complete destruction of mobile homes (built in any year). Severe and extensive window and door damage will occur. Severe injury or death is likely for persons struck by wind-blown debris. Nearly all trees will be snapped or uprooted and power poles downed. Fallen trees and power poles will isolate residential areas. Power outages will last for weeks to possibly months.</p>
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Tropical Depressions (30-40 mph) and Tropical Storms (40-74 mph) are not included in the scale, but are also important. REMEMBER: In a slow-moving Category 3, or a fast- or a slow-moving Category 4 or Category 5 hurricane in our area, EVERYONE IS AT RISK!

Lafayette Parish is an at-risk parish. No shelters will be opened here in Category 3, 4 or 5 hurricanes.

important terms you should know

EMERGENCY TERMS

EMERGENCY ALERT SYSTEM (EAS): A state-of-the-art digital system designed to give emergency information and instructions from federal, state and local authorities. The system is interfaced with the cable television system in Lafayette Parish as well as radio and television stations. When activated, it broadcasts the latest information on weather reports, road conditions, evacuations, shelter locations and re-entry information.

EMERGENCY SHELTER: A shelter provided during and immediately following a disaster.

EVACUATION ORDER: The most important instruction you will receive from local government officials. In a slow-moving Category 3 and all Category 4 and 5 hurricanes, the state of Louisiana Evacuation Plan goes into effect. This plan may require, depending on strike location predictions, the evacuation of everyone south of I-10.

EVACUATION ROUTE SIGNS: Signs are located on all major evacuation routes.

SMALL CRAFT ADVISORY: When a tropical cyclone threatens a coastal area, small craft operators are advised to remain in port.

WEATHER TERMS

EYE: The low pressure center of a hurricane. It is surrounded by the most intense area of the storm, and in contrast to the eye wall, winds are normally calm and sometimes the sky clears inside the eye.

EYE WALL: The ring of thunderstorms that surrounds a storm's eye. The heaviest rain, strongest winds and worst turbulence are normally in this area.

FLASH FLOOD WATCH: The National Weather Service issues this type of watch when local flooding can be expected within 12 to 24 hours. Stay alert.

FLOOD WARNING: The National Weather Service issues a flood warning when flood waters are expected to exceed flood stage at any point on rivers and bayous. Most flood warnings will be issued 24 to 60 hours in advance of the crest.

GALE WARNINGS: Issued when winds of 39-54 mph (34-47 knots) are expected.

HURRICANE: Pronounced rotary circulation with a constant wind speed of at least 74 mph (64 knots).

HURRICANE WARNING: Hurricane conditions are expected in the specified area of the warning, usually within 12 to 24 hours. Don't wait for this warning to begin your storm preparations. Plan and prepare ahead of time.

HURRICANE WATCH: Hurricane conditions are possible in the specified area of the watch, usually within 36 hours.

KNOTS: A measure of speed. A nautical mile is one minute of one degree of longitude and is slightly longer than the ordinary statute mile as used in the United States.

LANDFALL: The term used that indicates the moment the eye of a hurricane hits land.

MILLIBAR: A metric measure of air pressure.

STORM SURGE: A great dome of water, often 50 miles wide, that comes sweeping across the coastline near the area where the eye of a hurricane makes landfall.

STORM WARNINGS: Issued when winds of 55-73 mph (48-63 knots) are expected. If a hurricane is expected to strike a coastal area, gale or storm warnings will not usually precede hurricane warnings.

TORNADO WARNING: Indicates a tornado has been spotted. Be prepared to take shelter.

TORNADO WATCH: Conditions are favorable for this type of storm.

TROPICAL CYCLONE: A general term for all cyclonic circulations originating over tropical water.

TROPICAL DEPRESSION: Rotary circulation at the surface with a highest constant wind speed of 38 mph.

TROPICAL DISTURBANCE: A moving area of thunderstorms in the tropics that maintains its identity for 24 hours or more. This type of disturbance is common.

TROPICAL STORM: Distinct rotary circulation with constant wind speed ranges of 39-73 mph.

TROPICAL WAVE: A kink or bend in the normally straight flow of the surface air in the tropics that forms a low pressure trough, or pressure boundary, with showers and thunderstorms. These may eventually develop into a tropical cyclone.

TYPHOON: A hurricane in the North Pacific Ocean, west of the International Date Line.

ORGANIZATIONS, PEOPLE AND PLACES TO KNOW

EMERGENCY OPERATIONS/SECURITY COORDINATOR: The Lafayette Consolidated Government department that coordinates other City-Parish government departments and serves as liaison between the Office of Homeland Security and Emergency Preparedness, the City-Parish President and the City-Parish Council before, during and after declared and undeclared emergencies. The department is also responsible for mitigation and recovery activities with state and federal agencies.

FEDERAL EMERGENCY MANAGEMENT

AGENCY (FEMA): The agency that assists state and local governments, as well as citizens, in recovering from a disaster. FEMA is now a part of the federal Department of Homeland Security.

LAFAYETTE PARISH EMERGENCY OPERATIONS

CENTER (EOC): The parish facility that provides coordination and control of all emergency response and recovery activities for the parish during declared emergencies.

NATIONAL OCEANIC AND ATMOSPHERIC

ADMINISTRATION (NOAA): Provides a continuous broadcast of weather conditions in Lafayette Parish. The broadcast frequency is 162.55 MHz. Look for new radios with the Weather Band added feature.

NORTH ATLANTIC BASIN: Referring to the Atlantic Ocean north of the equator, the Caribbean Sea and the Gulf of Mexico.

significant storms in Louisiana

Ike
Sept. 13, 2008

Gustav
Sept. 1, 2008

Rita
Sept. 23, 2005

Katrina
Aug. 29, 2005

Lili
Oct. 3, 2002

Georges
Sept. 27-28, 1998

Danny
July 18, 1997

Andrew
Aug. 24, 1992

Juan
Oct. 27-31, 1985

Elena
Sept. 2, 1985

Danny
Aug. 16, 1985

Carmen
Sept. 7-8, 1974

Camille
Aug. 17-18, 1969

Betsy
Sept. 9-10, 1965

Carla
Sept 10-12, 1961

Audrey
June 27-28, 1957

disaster

A vital aspect of recovery from any disaster is mitigation; that is, making changes in the community, buildings and the land to ensure that large-scale devastation will be minimized. Communities and individuals must learn from past catastrophes and plan for better ways to withstand the destruction wrought by an event of great magnitude.

The hurricane season of 2005 taught us many lessons about the planning process in Louisiana. The main lesson we learned is that we did not have plans in place to effectively shield our communities and property from damage or destruction in the face of the worst natural disasters in U.S. history, Hurricanes Katrina and Rita. Out of the devastation these storms caused, we realize we have to make changes to strengthen our communities against future disaster – we can accomplish this through mitigation planning.

WHAT DO WE MEAN BY MITIGATION?

The Federal Emergency Management Agency (FEMA) defines mitigation as any sustained action taken to reduce or eliminate long-term risk to life and property from a hazard event. In this context, mitigation means preparation and modifications both on the community and individual level to lessen the catastrophic effects of a future natural disaster on our area. Some projects utilizing mitigation plans involve drainage enhancement, acquisition and relocation of at-risk structures, improvements of structures and nonstructures, damaged and undamaged buildings, communications and land. Stricter building codes, revised floodplain regulations and alternative uses for land within flood zones all contribute to future disaster mitigation. It is important for members of the community to embrace these important modifications.

If you are planning new construction or renovations to an existing building, keep these mitigation tips in mind.

HOW DO WE AS COMMUNITY MEMBERS FIND OUT MORE ABOUT DISASTER MITIGATION?

Many good sources of information are available. The Internet is a handy resource, and most of the agencies and organizations listed on individual Web sites have toll-free numbers. See Page 4 of this handbook for listings.

DOES THE STATE HAVE AGENCIES OR PROGRAMS TO HELP?

A good place to start looking for more information is the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) Web site www.getagameplan.org, (Mitigation Plan button) which provides information about hazard mitigation.

WHAT ABOUT MY LOCAL GOVERNMENT? WHERE DO I GO TO FIND OUT ABOUT NEW BUILDING CODES AND GET BUILDING PERMITS?

Many parish and local building departments are re-evaluating and changing building codes and requirements to make them more stringent in order to prevent future flood and other damage to structures. Inquire at Lafayette Consolidated Government or your municipality to find out what new codes may be in effect. In the city of Lafayette and unincorporated areas call Planning, Zoning and Codes at 291-8013, in Broussard call City Hall at 837-6681, in Carencro call the Code Department at 896-2971, in Duson call City Hall at 873-6754, in Scott call City Hall at 233-1130 and in Youngsville call City Hall at 856-4181.



It is Never Too Late to Mitigate.
LEARN ABOUT MITIGATION.

RISE
REINFORCE
INSURE
SHUTTER
ELEVATE

To learn more about how you can protect your family and property, visit getagameplan.org and click on Mitigation Plan.

EDUCATE to MITIGATE
Governor's Office of
Homeland Security & Emergency Preparedness

mitigation education

ARE THERE OTHER NATIONAL AGENCIES OR ASSOCIATIONS WHO CAN HELP?

The National Association of Home Builders (NAHB) is an excellent source of information concerning rebuilding and recovery. The Web site (www.nahb.org) features many pamphlets, Web site links and other vital information. Titles on the Web site include: "Home Builders' Guide to Coastal Construction," "Choosing a Home Builder," "Small Business Disaster Planning and Preparedness" and "Hurricane Rebuilding."

The Disaster Contractors Network (DCN) is an organization which includes members of construction-related associations, state and federal emergency management organizations and regulatory agencies. Its purpose is to provide opportunities for information sharing and resource matching among government, construction experts, and home and business owners. The DCN Web site (www.dcnonline.org) facilitates this information sharing.

If you are a home or business owner with property covered by flood insurance in a community participating in the National Flood Insurance Program (NFIP), and you are required to meet certain building requirements to reduce future flood damage before repairing or rebuilding your property, you may be eligible for additional coverage through Increased Cost of Compliance. The NFIP Web site (www.floodsmart.gov) provides additional information.

WHAT ARE SOME HOME AND BUSINESS OWNERS DOING TO REDUCE RISKS FROM FUTURE DISASTERS?

Home and building owners can take many steps to ensure their property may be strengthened against the effects of natural disasters. The following tips can help you to make changes or additions to your property or buildings that can reduce your risk of severe damage in future disasters.

TO REDUCE YOUR RISK FROM WINDS

The hazard of most concern in Lafayette Parish is wind damage from hurricanes or tornadoes. Home and business owners can improve several areas to help minimize wind damage including roof, doors, windows, garage door, walls and the exterior of your property.

Roof Hazard Mitigation Projects

- Inspect the roof's bracing. Install additional bracing if necessary.
- Install truss bracing for gabled roofs.
- Brace gable end of roof framing.
- Install hurricane straps in your home or business to better secure the roof to wall and foundation.
- A layer of peel-and-stick roof protection under shingles can lessen water intrusion if roof shingles are lost. These rubber or asphalt sheets cost \$700 to \$1,000 more than standard roofing felt for a 2,400-square-foot house.

Exterior Doors and Windows

- Make sure all doors and openings are completely covered and braced.
- Reinforce double entry doors. Make sure your doors have at least three hinges and a dead bolt lock with a minimum one-inch bolt throw. Check connections on surface bolts. Be sure the bolt extends into the door header and through the threshold into the subfloor.
- Reinforce or replace garage doors.
- Install storm shutters on your windows and patio doors.
- To secure panels in high wind-prone areas with basic wind speeds of 110 mph or greater, ring-shank nails are less likely to pull free. Costs are comparable, and with a slightly smaller diameter, they offer the added benefits of less frequent reloading of nail guns.
- Permanent or removable shutters reduce force on the building and can lessen water and/or wind-related damage to the interior by protecting windows. Storm-resistant shutters for a standard single-story home with 312 square feet of windows cost about \$700.

Walls

- Reinforce wall to foundation connection. Make sure the wall studs are adequately connected using metal clips to the sill plate, which sits directly on top of the foundation wall.
- Drill holes in the sill plate into the foundation and place 5/8-inch diameter anchor bolts through sill plate into concrete foundation no more than six feet apart, with an anchor bolt at the end of each wall.
- Concrete construction withstands winds better than stick-built structures, and cast-in-place concrete walls are stronger than concrete masonry unit blocks.
- Size, type and placement are all factors to consider with nailed-on parts of your home. Your local home improvement store can help select the right nails and the right distance from each other to nail them.

Exterior of Buildings

- Plant trees far enough away from your house so they can't fall on it.
- Storage sheds should be firmly anchored to a permanent foundation or to the ground with straps and ground anchors.
- Trash cans, barbecue grills and outdoor furniture should be anchored.
- Regularly clear debris such as fallen tree branches.
- Replace gravel/rock landscaping material with shredded bark.
- When landscaping your home, use plants native to hurricane areas which are more likely to stay rooted through winds and rain.
- Make sure porches and decks are securely attached.

TO REDUCE YOUR RISK FROM FLOODING

- Elevate your home to a required Flood Protection Elevation. (Call your local code department listed on Page 8.)

Basic steps in elevating a building

1. Have appropriate professionals disconnect all utilities.
 2. Hire a professional house mover to disconnect your house from the existing foundation, jack it up to the new height and provide a temporary foundation.
 3. Have the utilities temporarily reconnected so the house is livable while foundation work is done.
 4. Build a temporary access stair to meet the new height.
 5. Build a new permanent foundation.
 6. Have the house mover lower the house onto the new foundation and connect the anchor bolts.
 7. Build a new permanent access stair and landing.
- Relocate a building out of flood-prone areas. This operation, like elevation, must involve a professional house mover and follow multiple steps.

Construction steps involved in building relocation

1. Locate a new building site.
 2. Check the transportation route to the new location. Is it clear and adequate to move the house?
 3. On the building site, construct a new perimeter and interior foundation that coordinates with the existing house.
 4. Install new utilities to stubbed-in locations in the foundation. Disconnect, elevate and move the house to the new location.
 5. Lower and anchor the building onto the new foundation.
 6. Connect the new utilities.
- Elevate or relocate the main breaker or fuse box and the utility meters above the anticipated flood level in your home or business, so that floodwater won't damage your utilities. (NOTE: All relevant permits MUST be obtained before work begins, and all electrical system work must be done by a licensed contractor who will ensure that the work will be done correctly and according to all applicable codes. This is important to your safety.)
 - Elevate electric baseboard heaters.
 - Elevate or relocate a water heater or heating plant.
 - Elevate an air conditioning compressor or heat pump.
 - Install sewer backflow valves.
 - Anchor any fuel tanks.
 - Buy flood insurance to cover the value of your home and its contents.
 - Build a floodwall, berm or levee to keep floodwaters from reaching your house.
 - Add a waterproof veneer to the exterior walls to protect your house from shallow flooding, sealing all openings to prevent the entry of water. Veneers are only appropriate in areas where flood depth is less than two feet.

FLOODPROOFING

1. Dry floodproofing - sealing a building to keep floodwaters out: sealing the exterior walls, covering openings below flood level, protecting the interior of the house from seepage and protecting service equipment outside the house.
2. Wet floodproofing - modifying a building so that floodwaters will cause only minimal damage to the building and contents: building materials below the flood protection level are replaced with materials that are resistant to water.

You may consider demolition of a severely damaged, floodprone house or a deteriorated building not worth retrofitting with any other method.



Before beginning any flood mitigation project, be sure to obtain a permit and strictly follow the local building code – failure to do so may result in an order to stop construction, a fine, higher flood insurance rates, denial of flood insurance or all of the above. The numbers for your local code departments are listed on Page 8.

Partnership for Advancing Technology in Housing (PATH) has studied the effects of hurricanes on homes for years and has learned how to make improvements that reduce the chances of destruction to your home. PATH is a voluntary partnership between leaders of the homebuilding, product manufacturing, insurance and financial industries and representatives of federal agencies concerned with housing.

PATH has evaluated homes hit by hurricanes and has uncovered two surprising results:

- Wind damage accounts for only a fraction of the destruction.
- The greatest destruction was caused by water intrusion, not catastrophic building failure.

With that in mind, here are some tips on changes you can do as you make repairs that can limit damage from future storms.

TO LIMIT WIND-DRIVEN WATER INTRUSION

- Use roof vents with baffles instead of unbaffled vents. Unbaffled vents tend to allow wind-driven moisture to enter attic spaces or the cavities of high cathedral-type ceilings, causing moisture damage and mold growth.
- Install front doors so they swing out instead of into the house. Out-swinging doors are more resistant to wind pressure, and they do a better job preventing water from getting inside your home.
- Use weep holes where concrete walls meet the slab. Weep holes suspend the flow of rainwater hitting the walls where they meet the concrete floor slab preventing water intrusion through small cracks.

DESIGNATE A SAFE ROOM OR IN-BUILDING SHELTER

These mitigation techniques are all good measures to reduce property damage, but there are further steps owners can take to reduce injury, save lives and relieve anxiety. Build or designate a safe room in your building, a small windowless room such as a closet or bathroom, readily accessible from all parts of the house, designed to provide protection from tornadoes or hurricanes. The FEMA publication, "Taking Shelter from the Storm: Building a Safe Room Inside Your House," has further information, including shelter design, construction plans and cost estimates. It can be found at their Web site, www.fema.gov. Remember, hire only licensed contractors to embark on any hazard mitigation project.

things to do before you leave

We're all familiar with that nervous feeling of having to prepare for an unexpected emergency. When it comes to hurricanes, though, we're usually fortunate to have at least a few days' notice of the storm's approach. That's the time to begin hurricane preparations — without waiting until the storm is about to make landfall.

The smartest plan for every family who lives in the storm's expected path is to make arrangements to evacuate the area early and safely, and to travel far enough to be sure you will be out of the at-risk area. This kind of planning and preparation can easily be accomplished in advance. Using this approach allows your family to be well-prepared, rather than worn out. Follow our Plan on Page 40.

Use this list of things to do before you leave home as a guide for making your evacuation process as smooth and efficient as possible:

- **REMEMBER:** When you evacuate out of the at-risk area, your family will be one of many with the same need to leave quickly. Expect driving times to be approximately four times longer than normal because of heavy evacuation traffic.
- Stay calm. Help your family members, friends and neighbors do the same by setting a good example.

- Fuel and check your car. Have extra keys.
- Check disaster supplies and make sure you have at least a three-day supply with you.
- Make sure you have flashlights and extra batteries.
- Bring cash. Your credit cards may not work because of power outages.
- Include items for family members with special needs (elderly, infants, disabled, etc.).
- Bring important documents (household inventory list, insurance documents, mortgage papers, etc.).
- Turn off the electricity at home at the main box. Simply turning off lights and appliances isn't the safest choice.
- Gas heating and cooling systems should be turned off.
- Lock your home.
- Let trustworthy family and friends know when you leave and where you are going.
- Make sure to use recommended evacuation routes.
- Make sure arrangements for your pets and animals to be cared for in your absence have been made in case emergency shelters won't accept pets.
- Stay tuned to the local Emergency Alert System radio broadcast stations for status of the storm and evacuation shelter information.

prepare early prepare well

In any kind of emergency situation — especially one involving an approaching hurricane — thorough planning and preparation are the keys to weathering the storm as safely as possible. Early and thorough emergency preparations will also help you protect your family and property and minimize your risk of injury or property damage.

Work as a family team to read and study the information in this newly updated Hurricane Handbook, and use it to construct your own Family Disaster Plan. Once the plan has been assembled, you and your family should put together the Survival Kit described in the handbook, and rehearse your family preparedness plan. Make sure that everyone in your family understands the plan completely and knows exactly what to do. Once you have completed the preparations outlined in each section of the Hurricane Handbook, keep the plan in a safe place where it will be easy to find and use during hurricane season.

The first step toward building your Family Disaster Plan is to consider what preparations can be done on a continuing, year-round basis. Make sure you and your family are well on the way to finishing your emergency preparations long before hurricane season's first storm watch is issued. Use this checklist to get your early preparations underway:

INSURANCE INVENTORY

Inventory information should include values for each insured item as well as date of purchase and serial number. Do you have enough insurance? Is it the right kind of insurance? These are two important questions you need to ask yourself before hurricane season starts. Having appropriate insurance will help you recover from a disaster by minimizing your losses. Ask your insurance agent to review your current policy.

There are four types of property insurance that are issued on the market today:

HOMEOWNERS INSURANCE: This type of insurance usually covers losses caused by wind, storm and broken water pipes. However, flooding is not covered. Policies and coverages differ among insurance companies. It may be a good time to review what your policy covers.

WIND AND HAIL INSURANCE: This type of insurance covers losses due to storm winds in coastal areas. This coverage may be available from insurance providers if it is not included in your basic homeowner's policy.

FLOOD INSURANCE: This type of policy is underwritten by the National Flood Insurance Program. The policy is available to those communities that adopt and enforce flood plain management regulations. Lafayette Parish is a participating parish. Important note: There is a 30-day waiting period before this policy is activated.

RENTERS INSURANCE: Both property protection insurance and flood insurance for contents are available for those who live in rental units. Contact your insurance agent for details.

IMPORTANT PAPERS INVENTORY

Gather up copies of your family's important paperwork and store them in a secure location that will be well within reach if you have to locate these documents quickly because of an approaching storm. Consider including copies of the following for each family member:

- Driver's license
- Vehicle registration and proof of insurance
- Insurance policies (life, health, property)
- Medical and vaccination records including medicine or food allergies and other specific health conditions
- Copies of prescription medicine labels
- Birth and marriage certificates
- Tax or other important business and personal records
- Veterinary and vaccination records for pets and livestock

GREET HURRICANE SEASON WITH FAMILY PREPAREDNESS PLANS

By the time hurricane season starts, your family should have already begun the process of planning for a hurricane emergency — for example, by making sure your insurance coverage is adequate. You may have also completed other preparations, such as building a quick-access file of important family papers in case you need them when a storm approaches.

You've already taken the first step toward additional disaster planning by acquiring a copy of the Hurricane Handbook — and with hurricane season already under way, it's time to put the handbook to good use by completing your Family Disaster Plan. Use this checklist of items that you should complete now that hurricane season is underway:

PROPERTY INVENTORY: It is important to start now to create an inventory of your property and personal possessions. An accurate inventory using photographs, videotapes and/or receipts will enhance your ability to recover your losses after a disaster.



INDOOR SAFETY PLAN: Identify potential indoor hazards that can cause damage or injury. Anything that can move, fall, break or cause a fire is a hazard during a hurricane. An indoor home inspection and teaching responsible family members how to cut off utility connections at the source will minimize potential problems and hazards.

OUTDOOR SAFETY PLAN: An assessment of all small outdoor items such as toys, potted plants and lawn furniture should be made. These items may cause property damage and injury during a hurricane. A list of these items should be posted and family members given responsibility for knowing their locations as well as how and where to secure them when the need arises.

CARING FOR TREES: Trees that are not maintained by trimming and pruning can cause damage during a hurricane due to falling limbs and flying debris. Large or diseased trees next to your home should be removed to prevent damage to your home. The key is periodic inspection and tree maintenance.

FINANCIAL PLANNING: There are several factors that should be considered as to how disasters will affect your family financially. You should be prepared to sustain yourself and your family away from your home for several days or, in a worst case scenario, several weeks or even months. Be advised, government agencies may not be able to react as quickly as you think they should.

The following breakdown will give you an idea of expenses for a family of four with one of the four having Special Needs requirements.

DISASTER SUPPLIES KIT: Water, food, first-aid kit, clothing, bedding, tools and special needs items. Anticipate spending \$100 or more. (Additional to items you already may have.)

HOME PREPARATION: The estimated cost of securing a 1,400-square foot home with 11 to 13 openings requiring 5/8" plywood, plastic sheeting, screws, duct tape, etc., could cost between \$250 and \$350.

EVACUATION EXPENSES: These expenses include fuel expense, restaurant expense, and your stay in hotels. The average hotel night is \$90. Add to that the fuel and eating expense and you may need to budget \$200 per day.

PET BOARDING: Average boarding costs, depending on the animal, are \$15 to \$20 per night.

PRESCRIPTION MEDICINES: You should budget enough money to pay for a month's supply.

CASH ON HAND: During a disaster, credit and bank card use may be limited due to loss of power and other disaster-related factors. Get more cash than you think will be necessary.

TIPS FOR EMERGENCY STORAGE

- Maintain and store emergency supplies in airtight plastic bags. Keep a supply of these on hand to use throughout your hurricane preparations.
- Also have on hand enough waterproof containers, such as plastic bins or buckets, to store last-minute items such as clothing, evacuation supplies, extra groceries and more.
- Re-evaluate your Hurricane Survival Kit at least once a year to confirm it still meets your family's needs, and update as necessary.
- Replace batteries according to expiration dates recommended by the manufacturer. Check at least every six (6) months, and keep a supply of fresh batteries on hand to operate radios and other emergency equipment for a period of several days.
- Check all clothing items, rain gear, sleeping bags and similar supplies every six months and replace if necessary.
- Ask your pharmacist how long prescriptions may be stored and make arrangements to have extra refills available in case you need them.

THE RESPONSE PYRAMID

As you prepare for hurricane season, you should understand the responsibilities for responding to a hurricane. Every citizen in the United States is part of a national emergency management system that focuses on protection — protecting people and property from all types of hazards. Think of the national emergency management system as a pyramid with you, the citizen, forming the base of the structure.

CITIZEN LEVEL: At this level, you have a responsibility to protect yourself and your family by knowing what to do before, during and after a hurricane. Some examples of what you can do:

Before the Hurricane

- Know the risks and danger signs.
- Purchase additional insurance, including flood insurance, in addition to your homeowner's policy.
- Develop plans.
- Assemble a Hurricane Survival Kit.
- Volunteer to help others.

During the Hurricane

- Put your plan into action.
- Follow the advice and guidance of officials in charge.
- Help others.

After the Hurricane

- Repair damaged property.
- Take steps to prevent or reduce future loss.

LOCAL ASSISTANCE: It is sometimes necessary to turn to others within the local community for help. The local level is the second tier of the pyramid, and is made up of employees and volunteers from the private and public sectors. These individuals are engaged in preventing emergencies from happening and in being prepared to respond if something does occur. Most emergencies are handled at the local level, which puts a tremendous responsibility on the community for taking care of its citizens. Among the responsibilities faced by local officials are:

- Identifying hazards and assessing potential risk to the community.
- Enforcing building codes, zoning ordinances and land-use management programs.

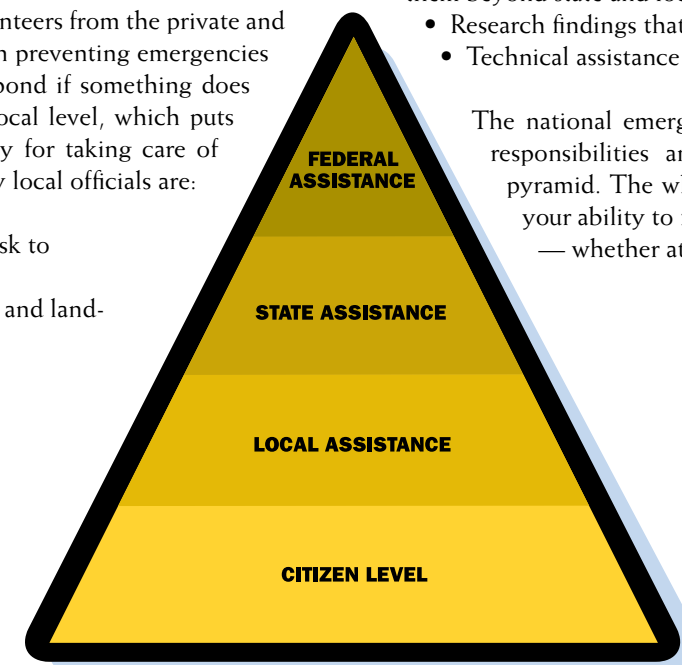
- Coordinating emergency plans to ensure a quick and effective response.
- Fighting fires and responding to hazardous materials incidents.
- Establishing warning systems.
- Stocking emergency supplies and equipment.
- Assessing damage and identifying needs.
- Evacuating the community to safer locations.
- Taking care of the injured.
- Sheltering those who cannot remain in their homes.
- Aiding recovery efforts.

STATE ASSISTANCE: If support and resources are needed beyond what the local level can provide, the community can request assistance from the state. The state may be able to provide supplemental resources such as money, equipment and personnel to close the gap between what is needed and what is available at the local level. The state also coordinates the plans of the various jurisdictions so that activities do not interfere or conflict with each other. To ensure personnel know what to do and efforts are in agreement, the state may offer a program that provides jurisdictions the opportunity to train and exercise together.

FEDERAL ASSISTANCE: At the top of the pyramid is the federal government, which can provide resources to help state and local efforts. These resources can be in the form of:

- Public educational materials that can be used to prepare the public for protecting itself from hazards.
- Financial grants for equipment, training, exercises, personnel and programs.
- Grants and loans to help communities respond to and recover from disasters so severe that the President of the United States has deemed them beyond state and local capabilities.
 - Research findings that can help reduce losses from disaster.
 - Technical assistance to help build stronger programs.

The national emergency management system is built on shared responsibilities and active participation at all levels of the pyramid. The whole system begins with you, the citizen, and your ability to follow good emergency management practices — whether at home, work or other locations.



business preparations

PREPARE YOUR BUSINESS TO WEATHER THE STORM

Businesses are just as likely to suffer hurricane-related damage or power outages as are private homes. Businesses, however, also carry the risk of lost productivity due to hurricane damage or the absence of key employees who may not be able to make it back to the office for several days after a storm has passed. Here are practical steps you can take to prepare your business to weather the storm:

✓ MAKE YOUR PLAN

Every business would benefit from using the guidelines presented throughout the Hurricane Handbook — simply use your common sense in “converting” the guidelines from home use to business use. Then make your emergency preparation plan, share it with your employees and make sure everyone participates in practicing the plan before it must be used in a real weather emergency.

✓ PROTECT YOUR WORKERS

- Speak with your employees to learn who may have special needs or circumstances in the event of a hurricane. For example, do some of your key employees live in areas that might be subject to mandatory evacuation? If so, make arrangements to cover these employees’ duties in case storm-related events keep them away from the office longer than other employees.
- Determine with your employees how much time they might need away from the office to make last-minute preparations in the event of an approaching storm. Your workers won’t be much help to you on the job if they are worried about what needs to be done at home. By helping employees prepare early at home, you will be better positioned to have their help in preparing your business to weather the storm.
- Decide ahead of time if or when your business will close early because of a storm. Will you close as soon as a hurricane approaches, or will you wait until closures become mandatory to ensure public safety? Once you make these decisions, share them with your employees so they can plan their own preparations accordingly.

✓ PROTECT YOUR WORK FLOW

- Store copies of valuable paperwork, files and data archives in a safe location, preferably outside the risk area. Or, prepare portable backup files that can be driven out of the risk area by managers or employees who plan to evacuate anyway.
- Follow instructions elsewhere in this handbook for securing your property (including turning off power at the source) to make sure your offices will be as protected as possible once the storm arrives.
- Consider adding insurance coverage to help you recover from lost productivity from a hurricane or other natural disaster.
- Make sure key employees are cross-trained and able to handle one another’s duties — including your own — in case a staff member has to be out for an extended period of time because of a hurricane evacuation or storm damage.
- Think about whether you might try to relocate your operation to a different location if a storm or storm damages prevent you from returning to your normal work location for an extended period of time. Would employees be willing and able to work from home if necessary? What equipment would you need to set up shop in a temporary location?

IN CASE OF CATASTROPHIC DAMAGE

- Business and farm loans are available to people who have suffered damage to business property or economic injury. These low-interest loans are available through the Small Business Administration (SBA) and the Farm Service Agency (FSA), to repair or replace damaged property not covered by insurance and to provide working capital. You can obtain information at the Disaster Recovery Center (DRC) that may be set up after the President declares a major disaster. You can also call 1-800-621-FEMA (3362) (TTY: 1-800-462-7585) for information. You can visit or call the Lafayette Parish FSA office (262-6601) or one of the SBA workshops set up in disaster areas.
- In addition, the U.S. Department of Agriculture’s Extension Service provides information and materials to farmers, ranchers and others on what they can do to protect themselves and their property against the hazards associated with disasters. Information is available on topics such as cleanup of damaged property, sanitation precautions, insect control, food preparation in an emergency, recovery actions on damaged farms and renovations of damaged equipment and property.

hurricane survival kit

Your “Survival Kit” should contain the following seven basic categories: WATER, FOOD, FIRST AID SUPPLIES, CLOTHING AND BEDDING, TOOLS, EMERGENCY SUPPLIES AND SPECIAL NEEDS ITEMS. Listed below are some items that could be included. Decide what items best fit your family’s needs.

food

- ___ fruit: canned, dried, roll-ups
- ___ meats: canned or dried
- ___ vegetables: canned
- ___ powdered milk
- ___ juices: canned or bottled
- ___ drinking water
- ___ peanut butter
- ___ crackers
- ___ canned soup
- ___ high-energy bars

baby supplies

- ___ diapers, baby wipes
- ___ milk, food, formula
- ___ clothes
- ___ disposable bottles and liners
- ___ blankets, sheets, bed liners
- ___ medications
- ___ portable crib
- ___ toys

personal items

- ___ soap, toothbrush, deodorant
- ___ towels and washcloths
- ___ sewing kit
- ___ shampoo
- ___ feminine hygiene items
- ___ shaving kit
- ___ mirror
- ___ eyeglasses and contact lenses

children’s supplies

- ___ quiet toys
- ___ coloring books
- ___ crayons
- ___ puzzles
- ___ books
- ___ CD player
- ___ extra batteries

sanitary items

- ___ portable toilet
- ___ plastic garbage bags
- ___ paper towels, toilet paper
- ___ liquid detergent
- ___ disinfectant

clothing & bedding

- ___ rain gear
- ___ sleeping bags and pillows
- ___ extra shoes and work boots
- ___ extra clothes

communication equipment

- ___ battery-operated radio
- ___ extra batteries
- ___ NOAA weather radio
- ___ cellular phone
- ___ non-cordless phone

lighting

- ___ waterproof flashlights
- ___ fluorescent distress flag
- ___ extra batteries

papers & valuables

- ___ birth certificates
- ___ Social Security cards
- ___ marriage records
- ___ death records
- ___ computer backups
- ___ small valuables
- ___ legal IDs
- ___ extra cash
- ___ credit cards
- ___ wills
- ___ insurance policies
- ___ deeds
- ___ mortgages
- ___ stocks and bonds
- ___ checking account information
- ___ savings account records
- ___ household inventory (photo or videotape)
- ___ driver’s license
- ___ pet veterinary records
- ___ coins for phone calls
- ___ passport
- ___ maps
- ___ postcards, stamps, cards, books, stationery

safety supplies

- ___ fire extinguisher
- ___ waterproof matches
- ___ insect repellents
- ___ work gloves
- ___ utility knife
- ___ shovel, hand saw, ax
- ___ hammer, nails
- ___ tarp, duct tape
- ___ small boat
- ___ chain saw
- ___ generator
- ___ fuel
- ___ wet/dry vacuum
- ___ extra oil, gas

cleanup supplies

- ___ washing detergents
- ___ mops, brooms, etc.
- ___ buckets, extra hose
- ___ old blankets, towels, rags
- ___ large plastic bags
- ___ rubber gloves
- ___ bleach, disinfectants
- ___ camera to photograph home before cleanup

first aid supplies

- ___ first aid handbook
- ___ scissors, tweezers
- ___ thermometer
- ___ first aid tape
- ___ gauze rolls
- ___ large nonstick pads
- ___ bandages, such as Band-Aids™
- ___ arm sling
- ___ snakebite kit
- ___ cotton swabs
- ___ ice/heat packs
- ___ latex gloves
- ___ safety pins

cooking equipment

- ___ gas grill
- ___ extra propane gas
- ___ barbecue grill
- ___ lighter fluid/charcoal
- ___ Sterno™ stove
- ___ cooking utensils
- ___ manual can opener
- ___ bottle opener
- ___ disposable eating utensils
- ___ disposable plates and cups
- ___ paper towels
- ___ ice chest
- ___ plastic storage bags

external medications

- ___ antibiotic ointment
- ___ antibacterial soap
- ___ baking soda
- ___ hydrogen peroxide
- ___ calamine lotion
- ___ betadine
- ___ lip balm
- ___ rubbing alcohol
- ___ sunblock

internal medications

- ___ aspirin/acetaminophen
- ___ sore throat lozenges and spray
- ___ prescription medication
- ___ laxative
- ___ eyedrops
- ___ antacids
- ___ nose spray
- ___ vitamins
- ___ cough medicine
- ___ eardrops

What about pets, livestock and wildlife?

While the first priority in any emergency situation should be ensuring the safety of yourself, your family, neighbors and friends, it's important to remember the needs of non-human significant others. Keep these checklists handy to make sure you haven't overlooked preparations to ensure their health and safety — not to mention your own peace of mind.

FAMILY PETS

- Gather up pedigree and health records (including vaccination records) and lists of special dietary or other needs for each one of your family's pets. Keep all this information together in an envelope or box, so you can grab it and go at a moment's notice if the need arises.
- Include contact information for your family veterinarian — name, address, telephone and cell phone numbers — in the important names and numbers on Page 40 of this Hurricane Handbook. You might need to reach your vet quickly in an emergency.
- Decide ahead of time whether you will leave your pets home, board them at your veterinarian's facility or elsewhere, or take them with you if you decide to evacuate. For additional tips specific to each of those choices, see "What To Do with Pets" on Page 19.
- Keep at least a one-month supply of any medications your pets may need, including flea and tick treatments, special shampoos, dietary supplements, etc. Label them clearly with your pet's name and instructions for safe use of each product or medicine.
- Be sure to have enough pet carriers, leashes, muzzles and any other restraining equipment you might need for your pets.
- You should have one clean, ready-to-use carrier for each pet of the proper size to allow your animal sufficient room to move around.

- Leashes, collars, muzzles and the like should be kept in good condition and ready to use at a moment's notice.
- Clearly mark each leash, carrier and other items with your pet's name, your name and your contact information in case one of your pets becomes lost during an emergency.
- Let your pet practice hurricane safety by allowing time for them to become accustomed to remaining inside their carriers or on their leashes.
- Routinely maintain good discipline and a healthy regiment of veterinary care and grooming with your pets so they will always be fit, healthy, clean and well-behaved. Doing so will make your pets much easier to handle if an emergency occurs and you have to act quickly.

LIVESTOCK

- Plan well in advance of hurricane season to know where you will keep your livestock during a hurricane and how you will get them to that location when the time arrives.
- If you plan to move your livestock, make arrangements to do it as soon as you learn of an approaching storm. Some large vehicles, including trailers, may be difficult or impossible to drive or tow safely during high winds or other bad weather conditions.
- Plan your primary and secondary travel routes ahead of time. Keep maps in your vehicles at all times so anyone who may be driving will know where to go even if the primary route is closed for safety reasons.
- Identify the nearest high ground where your livestock can go to escape rising flood waters, and determine how you will keep your livestock fed there in case they need to stay for awhile. Remember, you may not be able to reach them because of high water or other hurricane-related emergency conditions.

(((IMPORTANT)))

Animal Control facilities will NOT accept pets for boarding during hurricane emergencies. Also, emergency shelters will welcome you and your family, but pets are NOT allowed in shelters. You must make other plans well in advance to ensure the safety of your pets.

WHAT TO DO WITH PETS

BOARDING

- It won't help to board pets anywhere within the area threatened by a hurricane — they won't be any safer than they would be at home. Choose boarding facilities well out of the threatened area, and make arrangements in advance to get your pets to that location.
- Budget for boarding costs of \$20 or more per animal per night, depending on the animal's size and special needs.
- Boarding facilities require proof of pet vaccinations. Be ready to provide the proper verifications.
- Be sure to provide the boarding facility with your contact information, including where you plan to stay if you won't be staying home during the hurricane.
- Make arrangements with a trusted friend or relative to serve as your backup to pick up or drop off animals for you, just in case you can't do it yourself while you are preparing for or recovering from a hurricane.

HOTELS

- If you plan to keep pets with you in a hotel, motel or campground, make sure to confirm ahead of time that the facility will accept your pets. Some will allow only animals below a certain weight.
- Find out in advance if your lodgings have special requirements about where pets may be walked outdoors.
- Be prepared to keep your pet in a carrier or on a leash if required, or to have someone stay with your pet at all times. Some accommodations may not allow you to leave your pet alone in your room or cabin.
- Be sure you're well-equipped to travel a long distance — and possibly for several hours on the road — with your pet. You will have to go far enough away from the storm area to ensure your safety, and travel may be very slow along evacuation routes.
- Study your map ahead of time to determine where you will be able to stop to feed, water and exercise your pet.

STAYING AT HOME

- The safest thing to do is evacuate before a hurricane ever arrives — but if for some reason you can't evacuate (or choose not to evacuate), make plans to keep your pets indoors with you until the emergency is over.
- Be sure to have enough food, water and other supplies on hand to care for your pet indoors for several days.
- Decide how you will handle your pet's bathroom needs during the storm. You may want to consider paper-training your pets so you and they will be more comfortable if a storm forces you to stay indoors for an extended period of time.
- Don't let pets go outdoors until you're certain it's safe. Be sure power lines, dangerous tree limbs, wildlife and other hazards have been addressed before any family member or pet goes outdoors alone.

- Keep feed, hay, tack, medicine and other livestock supplies stored in locations that will withstand rising water and high wind.
- Keep horse trailers, trucks, tractors and similar equipment fueled and ready to use at a moment's notice, just in case you have to move your livestock quickly.
- Check to be sure housing, food and supplies for smaller animals, such as chickens and rabbits, are hurricane-ready and able to withstand high winds and rising water.
- If you intend to take small livestock with you when you evacuate, have enough livestock carriers on hand (not to mention adequate and easily portable supplies of food, water and medicines).
- Keep a written inventory of all your livestock holdings, including breeding and expense records, with your important financial papers. If you lose livestock, you may need this kind of paperwork for insurance purposes.
- Be sure livestock branding, tagging or other identification programs are up-to-date in case some of your animals become lost during storms.
- Keep fencing, gates, corrals and other enclosures in good repair throughout the year so you won't have to spend time improving them when a storm approaches.

WILDLIFE

- Be familiar with the kind of wildlife normally seen in your area so you'll have an idea of what to expect from their behavior during a hurricane.
- Like people, animals will seek higher ground when flood waters rise; they will also want a safe place to shelter from rain and high winds. Consider whether the local wildlife might consider your home as the safest place for them to be.
- Take a close look at your property to determine if there are gaps around roofing, flooring, chimneys, plumbing or other locations where unwanted animals might find a way in. Take steps to safely seal those entryways.
- Teach your children to respect wildlife and to be careful if they see unfamiliar animals around the house or yard during bad weather. Wild animals may be unpredictable even in the best of times. They'll be more unpredictable during storms, and are likely to be frightened, hungry or injured.
- Never attempt to catch — or even touch — a wild animal. If one does enter your home, try your best to safely encourage it to leave, such as by shooing with a broom, or opening a window or door (weather permitting, of course).
- If you can't get the animal out of your home, try to limit its mobility by "trapping" it inside a single room or under a sturdy box or bucket.
- If you need help with already trapped animals or evicting an unwanted wild animal, call the Roicy Duhon Animal Control Center dispatch at 291-5644 or the main office at 291-5645.



UNITED STATES

Lafayette

Lafayette

Hurricane Tracking Map

Atlantic Ocean

Caribbean Sea



200 miles

400 miles



tropical storm

DON'T UNDERESTIMATE THE DANGERS OF TROPICAL STORMS

Tropical storms pack less punch than a hurricane, but that doesn't mean anyone should underestimate the dangers tropical storms can present.

In the last few years, for example, tropical storms have brought heavy rains, flooding and in some locations, tornado-like wind damage. Clearly, being prepared to safely face an approaching tropical storm is just as important as being prepared for a hurricane.

Tropical storms also give your family an opportunity to practice your Family Disaster Plan in real life. No one should take chances with last-minute preparations during bad weather. In the days before the tropical storm makes landfall, however, your family should conduct preparation drills to make sure your emergency plans are complete and to verify that each family member knows what to do in emergency situations.

Consider including these activities in your tropical storm preparations as drills for future hurricanes:

(((IMPORTANT)))

Never tape your windows; it offers no protection. Windows are usually broken from flying debris, which then become dangerous, sharp flying objects.

SECURE YOUR HOME AND PROPERTY

The most susceptible areas of your home to the devastating effects of tropical storms and hurricane winds are the exterior windows, large window areas, garage doors and roofs. If hurricane winds enter any of these openings, increased internal pressure and uplifting on walls and roof supports can cause damage. Look for and address any potential danger areas early in the season so you can be ready to take action quickly when a storm approaches.

EXTERIOR WINDOWS

The most secure covering for windows is shutters. If there are no shutters on your home, temporary coverings can be made of 5/8" plywood that must be installed with a 4" overlap on all sides. The plywood should be bolted or screwed to the house. This procedure will ensure it will stay in place and not break free during a hurricane.

LARGE WINDOWS AND GLASS DOORS

Bracing plywood over large windows and glass doors can be accomplished by screwing a two-by-four support beam across the plywood and angling another two-by-four beam from that beam to an anchor that has been firmly set in the ground.

GARAGE DOORS

Garage doors can be reinforced by adding horizontal wood braces to each panel at its weakest point and securing them with screws. Kits are available at your local home improvement centers.

ROOF ENDS

Hurricane-force winds can cause damage by literally lifting off the roof when entering through unsecured openings of where the roof peaks. Use the same temporary shutter procedures as for exterior windows to cover the openings in this area.

ROOF PROTECTION

Hurricane straps, when installed correctly, can increase the strength of your roof against the uplifting forces of hurricane winds by 50 to 75 percent. They are galvanized metal bracing materials designed to hold the roof in place and reinforce the strength beyond that of regular nails. Retrofitting your home with these straps is not considered a do-it-yourself project; a professional contractor or carpenter should be hired.

WIND-BLOWN DEBRIS

Check around the yard for loose objects such as toys, gardening tools, barbecue equipment, lawn chairs and other items that could cause damage if blown around by the wind. Have a cleanup drill to practice gathering up these items quickly and putting them away in a safe location.

MOBILE HOME SPECIAL PRECAUTIONS

Mobile homes are particularly vulnerable to hurricane-force winds. Anchor the mobile home with over-the-top, or frame, ties. When a storm threatens, do what you can to secure your home, then take refuge with friends or relatives or at a public shelter. Before you leave, take the following precautions:

- Pack breakables in boxes and put them on the floor.
- Remove mirrors and tape them. Wrap mirrors and lamps in blankets and place them in the bathtub or shower.
- Install hurricane shutters or pre-cut plywood on all windows.
- Shut off utilities and disconnect electricity, sewer and water lines. Shut off propane tanks and leave them outside after anchoring them securely.
- Store awnings, folding furniture, trash cans and other loose outdoor objects.

hurricane watch:

BE ALERT FOR STORM NEWS

By the time a hurricane watch or warning is issued for our area, all but the most last-minute of your family's emergency preparations should be completed. Your emergency supplies, including copies of important papers, should already be on hand and ready to use, and your family should have already had at least one practice drill to make sure everyone knows what to do when a real emergency occurs.

Here are just a few tips to help you complete those last-minute details once a hurricane watch, which means the threat of hurricane conditions could come as soon as 24-36 hours, has been issued for your area:

- Check food, water, first aid, batteries, pet supplies and other stored supplies to make sure they are fresh, adequate and ready to use.
- Start a last-minute shopping list for any items you may need and make arrangements to pick them up as soon as possible.
- Turn refrigerators and freezers to their coldest settings.
- Store drinking water in clean bathtubs, bottles, jugs and cooking pots.
- Fill your car with gas; check oil, tires and other maintenance points.
- Secure mooring of boats or move them inland to a safe location. Secure boats to trailers with ropes or chains and secure trailers to ground or house.
- If you plan to evacuate, place items you'll need in your vehicle if they aren't already stored there.
- Complete any laundry or other household chores so your family will be more comfortable if you have to spend time at home without electricity.
- Pick up loose items around your property, including outside antennas, and store them until after the storm passes.
- Check the tools and supplies you'll need to secure windows, doors and other storm-vulnerable areas.
- Make sure your generator, if you plan to use one, is ready with gas, oil and an appropriate location for safe use.
- Contact family members, friends and business associates who are inside the storm area to see if you can help them prepare. While you're making those calls, update your family's emergency phone list as necessary.
- Contact your doctor, veterinarian, dentist or pharmacist to arrange for any extra prescriptions or other medications you would want to have on hand in case of emergencies.
- Stay tuned to local news and weather authorities. Be prepared to act quickly if the need arises.

hurricane warning:

PREPARATION LEADS TO SAFETY

By the time a hurricane warning is issued for our area, options for dealing with the storm will be limited to two fundamental choices — evacuation, which is the safest plan, or weathering the storm at home. A hurricane warning means hurricane conditions are expected in 24 hours or less, so make sure you decide quickly and decisively what you plan to do. Use these guidelines for last-minute preparations involving either of those choices:

IF YOU'RE EVACUATING

- Your vehicle, travel supplies and home preparations should already be complete. If they aren't, don't spend too much time trying to catch up. It's much more important to evacuate your family safely, while there's still time.
- Secure your home and property to protect it from hurricane-related damage. This would include boarding up windows, turning off power at the source, etc.
- Check and secure mobile home tiedowns and evacuate immediately.
- Let your family, friends and neighbors know where you will be, how you can be reached and when you plan to return home.
- Continue monitoring local news and weather updates.
- Leave the area as soon as possible to help minimize traffic delays along evacuation routes. Plan to leave early and allow extra driving time.
- Once you arrive at your destination outside the risk area — whether it's an emergency shelter, hotel or a friend's home — call to let your loved ones know you've arrived safely. Plan to stay put until local officials give the all clear for returning home.

IF YOU MUST STAY HOME

- Your advance preparations should already be complete. If they aren't, don't spend too much time trying to catch up. It's much more important to focus on whatever steps are necessary to ensure your family's safety during the storm.
- Secure your home and property to protect it from hurricane-related damage. This would include boarding up windows, etc.
- Make sure all family members and pets are safely indoors and that they stay there until the danger has passed.
- Make sure your vehicle is parked in the safest possible location to minimize storm-related damage — but don't plan on going anywhere until after the storm has passed and local officials have given the go-ahead for safe travel.
- Continue monitoring local news and weather updates.
- Keep in touch with friends and family as best you can during the storm to let them know how you're faring.

COUNTDOWN



keep your family safe during the storm

BE READY TO EVACUATE SAFELY AND ON TIME

All the experts agree: the safest way to weather a hurricane is to get out of the at-risk area — which, for many hurricanes, will include Lafayette Parish. As a hurricane approaches, local emergency preparedness officials will get the word out when people should evacuate and which evacuation travel routes they should follow. Here are a few tips to help you make the evacuation journey safely and in plenty of time to get your family out of the storm's path:

If a hurricane strikes our area, the best place to be to ride out the storm is far away, well outside the storm's path. In some cases, that may mean traveling several hours to the north, east or west to get out of the storm's expected path.

If you aren't able to travel that far, the safest course of action is to take your family to an emergency shelter located as far as possible from the danger area. Staying at home and in the path of the oncoming storm is not a smart decision — but there's always the chance that some unforeseen factor may prevent you from leaving home in time to evacuate safely.

IF YOU MUST STAY HOME

Each family should make every possible effort to prevent staying home during a hurricane. Once all the necessary arrangements have been made to evacuate in plenty of time to ensure safe travel, however, it might be a good idea to discuss these safety tips, just in case someone becomes stranded and must remain at home:

- Never go outdoors during a hurricane — not even during the quiet time that occurs while the storm's eye is moving through the area. In addition to wind, flying debris and possible hail or lightning, you may also encounter dangers such as rising water and downed power lines. If you must stay at home during a hurricane, plan to remain inside for the duration of the storm.
- Stay away from any windows or glass-paned doors that haven't been boarded up from the outside. Cover them with blankets from the inside to prevent injury or property damage from water, flying debris or broken glass.
- Stay tuned to local news and weather broadcasts via battery-operated radio or television to keep abreast of the storm's progress and other emergency bulletins.
- Never rely on candles, kerosene lamps or other flammable lighting materials. Use glow sticks, flashlights or battery-powered lamps instead.
- Keep your family together at all times, preferably in an interior room of your home or whatever indoor location you feel will provide the best protection from hurricane-force winds.
- Gather up extra pillows, blankets, sleeping bags, sofa cushions and mattresses to make a soft shelter to use quickly in case your home is damaged by hurricane winds or tornadoes. Be prepared to use these soft materials to cover yourself and your family for protection against falling objects.
- Keep pets with you at all times so you can monitor their behavior and keep them safe.
- Never attempt to travel the roads until after the storm is over and local authorities have declared the area safe for traveling.

provisions for family members with special needs

Some disabled and elderly citizens may have special needs that restrict them from being physically able to evacuate during emergencies or hinder them from being able to comprehend the seriousness of an emergency situation. Government and emergency personnel recognize these needs.

HOW YOU CAN HELP CARE FOR THOSE WITH SPECIAL NEEDS AT HOME

You can be a part of a care program to offer assistance to those family members who are in need or who cannot help themselves by:

- Educating and physically helping them prepare their homes and property for emergencies such as hurricanes.
- Helping them shop for necessary supplies.
- Helping them create and post their Emergency Preparedness Plan (see page 40) in a visible location as a reminder to them and others.

HOME HEALTH CARE AND HOMEBOUND LIFE-SUPPORT PATIENTS — TIPS TO REMEMBER

During high winds and severe weather, most emergency vehicles cannot assist those with special needs. Please make your arrangements early. These arrangements should include the following:

- Notify your health agency where you will be during a hurricane and when care can be reestablished.
- Contact your physician if you are homebound and under the care of a physician, but not a home health agency.
- If you require respirators or other medical equipment that requires electrical power, you should make prior medical arrangements with your physician.
- If you require oxygen, check with your supplier about emergency plans.
- If you evacuate, remember to bring medications, written instructions regarding your care, your walker, wheelchair, cane or special equipment, along with your bedding.
- If you do not evacuate, keep a list of the names and phone numbers of friends or family so you can make quick arrangements to stay with them in the event of a power interruption.
- For emergency shelter information, consult page 30 of this handbook.

POWER

During a time of a citywide outage from a natural disaster, such as a hurricane, utility companies may not be able to give priority to special needs of all customers because of the extent of damage and the order in which power must be restored.

If you plan to use a generator as a power backup, follow the safety tips on page 36 for safe operation. In addition, power inverters that can be plugged into the outlet in your car may provide short-term solutions in an emergency but should not be used as primary planning tool for backup power in case of an emergency.

TIPS TO REMEMBER

Special needs family members in nursing homes also need assistance in preparing for disasters. You can ensure the safety of your family members by inquiring if their healthcare providers are adequately prepared for disaster or emergency situations. These agencies should have the following:

- A disaster plan that is reviewed annually by administration and staff.
- Policies that provide for in-house emergency preparedness training for their employees.
- Identification procedures for patients, such as bands or cards that indicate names, ages, medical conditions and current medications.
- Transportation agreements for evacuations that are renewed annually.
- Agreements with other healthcare providers that are renewed annually.
- A list of items to accompany your special needs family member if they are evacuated, including an adequate supply of medications and special foods.
- Maps with evacuation routes highlighted.
- Transfer forms readily available authorizing admissions into hospital facilities when necessary.
- A list of friends and family who have agreed to help in emergency situations.
- The best and safest arrangements for special needs family members may be to bring them with you when you evacuate. We suggest keeping these considerations in mind if either you or your loved one has special needs. Also, remember to bring your vital information and documents with you when you evacuate.

COUNTDOWN

EVACUATION PHASES

PRECAUTIONARY:

This phase concentrates on people who are most vulnerable to the effects of hurricane winds and water. The emphasis is on safely evacuating offshore workers, persons on coastal islands, persons living in low-lying areas, the Special Needs population (the elderly, infirm and others) and persons aboard boats.

RECOMMENDED:

This phase concentrates on all people who are at risk — that is, those who live in a low-lying or flood-prone area, and those who live in a manufactured home (mobile home, RV, etc.). If you live in these kinds of conditions, you will be considered at risk whether your home is inside or outside a levee-protected area.

MANDATORY:

In this final stage, maximum emphasis will be employed by authorities to encourage evacuation of everyone, except essential emergency personnel, out of the risk area. Entry back into the risk area will be curtailed and monitored by public safety and emergency personnel. When the hurricane is close to the risk area, even the designated evacuation routes will be closed — so it's important to get out early, before your escape routes are no longer passable.



(((IMPORTANT)))

Lafayette Parish is considered an at-risk parish; therefore, shelters will not be opened in Lafayette Parish in slow-moving Category 3, Category 4 and Category 5 hurricanes. Likewise, it won't do much good for you and your family to evacuate from your home if you're planning only on going a few miles away — you'll still be in the danger area of the storm's path. To ensure your family's safety, you'll have to plan on traveling farther to reach safe areas for riding out the storm in designated emergency shelters, with friends and relatives or in a hotel or motel. See Page 30 for more information on emergency shelters.



LAFAYETTE PARISH HURRICANE EVACUATION ROUTES

When local public safety and emergency preparedness officials issue evacuation orders, it's important for everyone in the risk area to know what they should do, where they should go and how they can safely follow evacuation orders. Your family's job in helping make that happen is to be familiar with the exact route you would use to evacuate, so you can be ready to hit the road when necessary.

Use the Lafayette Parish Evacuation Map provided here as a starting point for planning your family's evacuation. Remember, though, that you'll need to get your family well away from the at-risk area. In the case of most hurricanes, that will mean traveling a significant distance to get safely away from the storm's expected path.

*511 HELPS MOTORISTS FIND THE QUICKEST AND SAFEST ROUTE

The Louisiana Department of Transportation and Development and the Louisiana State Police have introduced the *511 system to help motorists determine which is the best route to take to avoid closed roads and obstacles. Motorists can dial *511 on their cell phones to access a voice-activated system which gives the latest updates on the situation on Louisiana's highways. Before you leave home, you can visit www.511la.org which has an interactive map showing the same information. For contra-flow traffic information, use the *511 system or visit the Louisiana State Police web site at www.lsp.org. These are valuable tools to help you plan the best route to safety.

emergency shelters offer a safe haven

No one likes to think about leaving their home and property behind when seeking shelter from Mother Nature's wrath. Anyone who's ever chosen to ride out a hurricane at home, though, would be likely to offer some excellent advice to anyone who might consider doing the same: Don't!

Fortunately, safe shelter outside the risk area is available to those who need it in the form of emergency shelters operated by local and state governments, the American Red Cross and similar organizations. Even some businesses may choose to offer shelter locations for their employees and employee families. No matter which of these kinds of emergency shelters you might use, rules for using them safely and courteously will most likely be the same. Be sure to monitor local media for a list of shelters as they open.

One of the hardest lessons learned from hurricanes Katrina and Rita in 2005 is that sometimes the devastation caused by hurricanes can have effects that prevent you from returning home for extended periods — and may require you to be evacuated to places far from home. As difficult as that scenario is, it is now something we all must consider. So be prepared.

Here are things to consider before you leave home to head to an emergency shelter, things you need to know about the time you'll spend inside the shelter, and other tips for getting there and back again safely.

HOW TO PREPARE

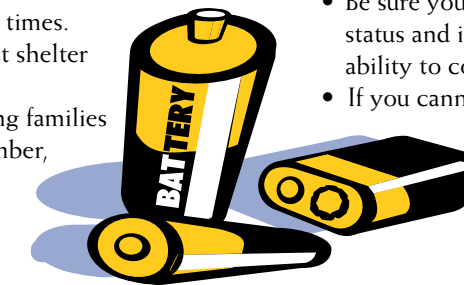
- First, make sure your emergency shelter destination is well outside the storm risk area. Businesses or other organizations offering shelters inside the hurricane warning area will still be at risk to suffer the full effects of the approaching storm.
- Plan to leave extra early — several hours ahead of your desired arrival time — because travel will be slow due to worsening weather and heavy traffic.
- Be ready to use an alternate route to your shelter destination, in case primary evacuation routes become too congested. Bring a map.
- Pack what you need — and only what you need. Emergency shelters will not have space available to house your family treasures, so limit your packing to necessities only.
- Make sure you have enough food, water, first aid, batteries and other stored supplies to last your entire family for a three-day period.



- Let family and friends know exactly which shelter you plan to use and where it is located. Make a plan to get in touch and let loved ones know you've arrived safely.
- Be sure your vehicle is filled with gas and in good operating condition.
- Make other arrangements for pets and livestock, because most emergency shelters won't accept them.

WHAT TO DO WHEN YOU ARRIVE

- Register at the shelter as soon as you arrive.
- Find a safe place that is as private as possible for your family to use as home base.
- Help each family member locate the restrooms and exits.
- Work to make the best of the situation by cooperating and working with others.
- Follow the shelter guidelines at all times and make sure your children understand the rules as well.
- Know the whereabouts of family members at all times.
- Report any inappropriate behavior to the nearest shelter staff immediately.
- Treat shelter staff, volunteers and other sheltering families with kindness, patience and compassion. Remember, they're in the same predicament as you and your family.



PROVISIONS FOR FAMILY MEMBERS WITH SPECIAL NEEDS

If your family has special needs relatives, it is important to begin now to decide what you will do in the event of an emergency or an evacuation. Evacuation centers will not be able to offer the same quality of care that is provided for your elderly or disabled family members; only basic care and assistance will be available. Medications, skilled nursing care, oxygen and other special medical equipment will not be available, so make sure you bring enough of these items to last three days or more. Remember, evacuation centers are staffed with volunteers, and supplies are limited to the basics such as food, water and first-aid kits.

PREPARING FOR AN EXTENDED STAY

- Register with the proper agencies so that family and friends can find out about your status.
- Seek guidance from shelter staff on how to apply for financial assistance.
- Be sure to make officials aware of any special medical needs.
- Shelters are short-term solutions, so begin seeking other long-term housing as soon as possible.
- Be sure you know how to contact your employer to inform them of your status and inquire about continuing compensation and the company's ability to conduct business.
- If you cannot return to work, seek financial assistance as soon as possible through government channels.
- Seek guidance from the proper officials on how to make alternative school plans for you or your children.

WHAT TO PACK

- Blankets, pillows, sleeping gear
- Non-perishable foods that do not require cooking
- Important papers, including your Hurricane Handbook
- Water
- Extra clothing for yourself and each family member
- Baby supplies such as diapers, baby formula/food, baby wipes, quiet toys
- Flashlight with extra batteries
- Medications
- Disinfectants
- Ice chest
- Personal hygiene items
- Quiet family activities — books, cards, puzzles, children's coloring books and crayons, etc.

DON'T PACK THESE

- Weapons or firearms of any sort
- Alcoholic beverages or illegal drugs
- Pets
- Valuables and family treasures of irreplaceable value
- Candles, kerosene lamps or other flammables

after the storm

STAY SAFE AFTER THE STORM HAS PASSED

Getting through a hurricane is always dangerous, and certainly far from fun. It's natural to feel a great sense of relief when the storm moves away from our area or dissipates altogether. That feeling of relief, however, shouldn't diminish our caution, because many dangers will remain even after a hurricane has passed.

Downed power lines, broken water, sewer or gas lines, clogged roadways and dangling tree limbs are just a few of the lingering hazards that must be dealt with after a hurricane has moved through the area. So in addition to making a plan in advance for how your family will prepare for a hurricane and weather the storm once it arrives, you should also create a family plan for safely navigating your way back to normal life after the weather threat has ended.

Here are several tips to consider to keep you and your family safe during the cleanup and recovery period following any major storm:

GENERAL GUIDELINES

- Avoid driving until authorities can clear roadways of debris and downed power lines.
- Don't drive through standing water. You could be stranded, injured or swept away by flash-flood waters.
- Watch out for downed power lines. Stay away from them, and report them to authorities.
- Be on the lookout for other broken utility lines — water, sewer and gas lines in particular, but also fiber network, phone, cable and other service hookups. Report these kinds of problems to authorities as well.



- Never try to touch or move downed lines or repair broken electric or gas connections.
- Make sure that your children do not play or swim in flood water.
- Flood water can pick up sewage and chemicals from roads, farms and factories. If your home has been flooded, protect your family's health by cleaning your home immediately.
- Be careful not to set fires accidentally, and quickly report any fires. Fires spread rapidly during emergency situations when decreased water pressure and transportation problems may hinder firefighters.
- Be extremely careful clearing storm debris, which may camouflage downed power lines, serve as hiding places for wild animals, or be contaminated with raw sewage or other hazards.

STAY SAFE AFTER THE STORM HAS PASSED

KEEP A SAFE WATER SUPPLY

It may be several days before authorities can restore water and sewer service to your home after a hurricane emergency ends. While you're waiting, it's important to keep stored water drinkable and free of contamination.

If you have the slightest doubt about the water's safety for drinking, purify it by using one of the following methods:

- Boil for ten minutes and pour between containers to replenish oxygen.
- Add eight drops of liquid chlorine bleach (5.25% sodium hypochlorite/no soap) per gallon.
- Add water purification tablets per the manufacturer's instructions.
- Water can be safely stored in a cool dark place for up to six months.

- You can safely store water in your freezer by filling plastic bags or other leak-proof containers about two-thirds full, then freezing. When the electricity goes out during a storm, simply let the stored ice melt.
- Water stored in plastic containers must be purified by treating with eight drops of liquid chlorine bleach (5.25% sodium hypochlorite/no soap) per gallon.
- Even a water bed, bathtub or spare bucket can be used to store extra water — just make sure to fill them up before you lose electric or water service at home. For water beds, fill with fresh water and treat with two ounces of bleach per 120 gallons. Use water stored in bathtubs or open containers for cleaning and washing, but not for cooking or drinking.

FOOD STORAGE TIPS

- While you're waiting for the lights — and the refrigerator — to come back on, you may not be able to travel safely to the grocery store. Plan ahead to have enough non-perishable food on hand for several days' use.
- Check all canned or stored dry goods for quality before consuming them. Toxins can form quickly in the form of bacteria or mold in the hot, humid days after a hurricane.
- Throw out food and medicine that may have come in contact with flood water.
- If you aren't sure whether the food is safe, don't eat it! You might not have quick access to emergency medical care to treat food poisoning because of blocked roadways or other storm-related delays.
- Keep a supply of non-perishable food in the trunk of your car or some other safe location, just in case your primary food stores become damaged during the storm and can't be used.

power outage restoration

BEFORE THE STORM

LUS has formed alliances with other municipally-owned regional utilities in the event of a hurricane to help restore services as quickly and safely as possible. In turn, LUS supports their restoration efforts if called upon to do so. However, LUS will not send crews to another area if we are experiencing major loss of service due to a storm.

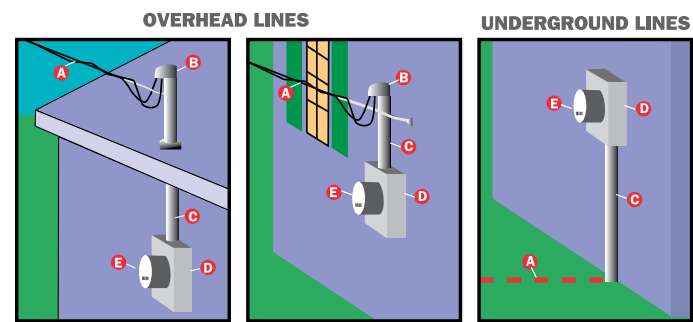
DURING THE STORM

LUS works to keep the electricity on for our customers as long as safety permits and makes repairs as needed until winds exceed 45 miles per hour. Many of our employees ride out the storm in locations such as our generating stations, water plants and operation center.

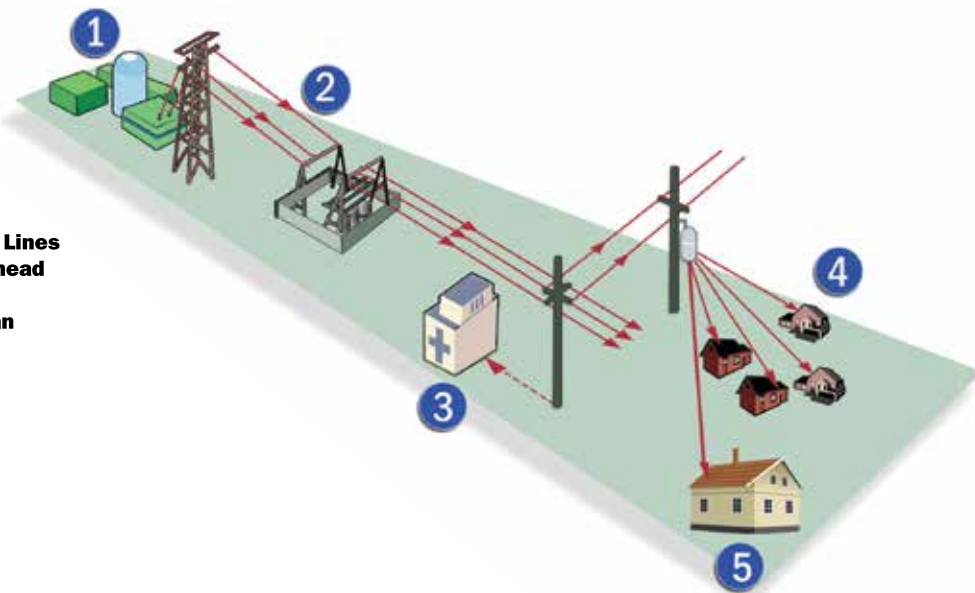
AFTER THE STORM

The first step in the LUS restoration plan is damage assessment, which includes physical inspections of our facilities and plants. Once damage assessments have been made, LUS begins repairs. After downed power lines are repaired, restoration is based on system priorities.

- 1 We begin repairs to our generating facilities and transmission lines from those plants, and to water and wastewater treatment facilities.
- 2 Transmission lines to distribution substations are repaired, as they are the most important lines carrying power from the power plant to large numbers of customers throughout the service area.
- 3 Next, we move on to main line repairs. This entails electric circuits, water and sewer systems that serve critical facilities such as hospitals, police and fire stations.
- 4 It is our goal to restore services to the greatest number of customers as soon as possible.
- 5 Once the large impact areas have power restored, LUS begins restoring power to those small pockets or individuals still without power.



- Repair for which the homeowner is responsible includes:**
- A: Services Lines**
 - Damage to the weatherhead (for houses with overhead lines) (B)
 - Damage to the riser (C)
 - Damage to the meter can (the metal case surrounding the meter) (D)
 - B: Weatherhead**
 - C: Riser**
 - D: Meter Can**
 - E: Meter**
- LUS:**
- LUS will repair or replace damaged service lines, whether overhead or underground, up to the point where the lines attaches to structure. (A)
 - Damage to the actual meter (E)



To Report A Power Outage 337-291-9200

fiber outage restoration

BEFORE THE STORM

LUS Fiber staff and maintenance crews undergo regular, thorough outage-response training for every hurricane season. While members of the team become experts at specific jobs, each is also cross-trained to assist other personnel for a faster response time.

We also maintain an aggressive, ongoing tree-trimming program in overhead fiber-optic line areas, helping to minimize damage from downed tree limbs. Our advance preparation helps reduce weather-related service interruptions and allows us to respond in the most effective manner possible during and after a storm.

DURING THE STORM

LUS Fiber is in the field in full force to restore fiber service as soon and safely as possible. Coordinating with LUS electric crews, our service teams work in areas as soon as downed power lines have been secured.

We continually monitor the full LUS Fiber system before, during and after storms, pinpointing outage areas and determining the fastest and safest way to restore service to the most subscribers.

When wind speeds exceed 40 mph, outdoor work must be temporarily halted while our crews weather the storm in the safety of locations like our operation and maintenance centers.

AFTER THE STORM

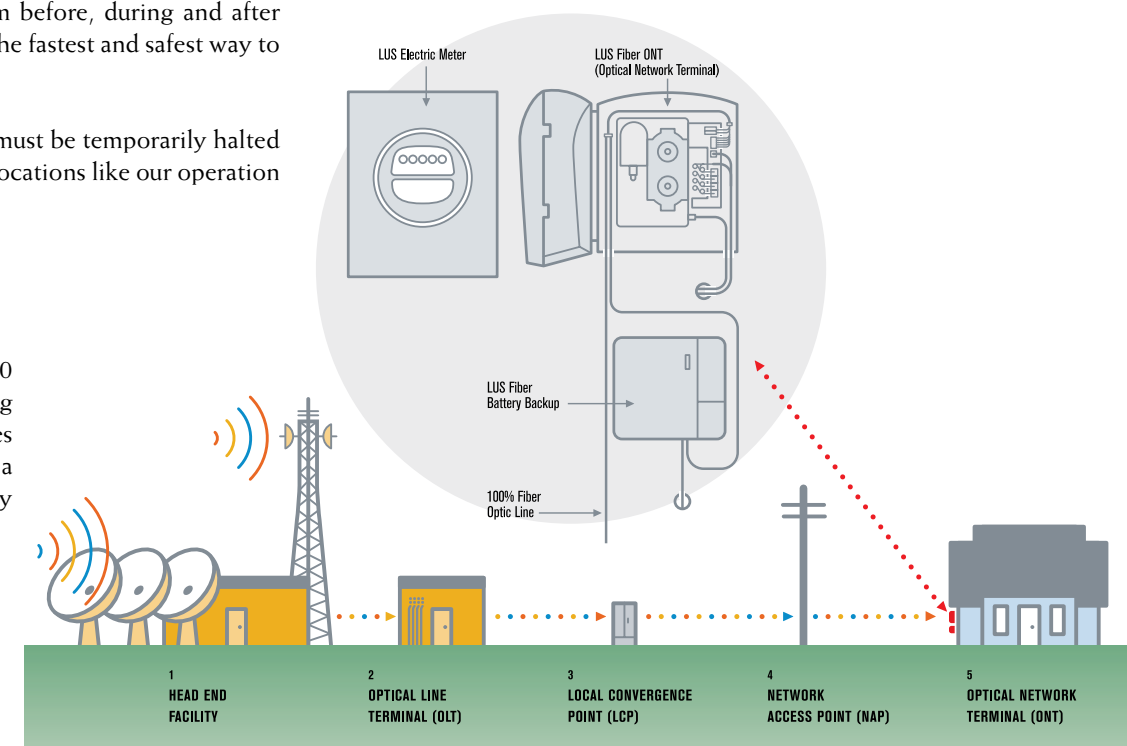
As soon as the storm passes or winds drop below 40 mph, our crews hit the streets again, first repairing main lines, then moving on to distribution lines and neighborhoods. LUS and LUS Fiber make it a round-the-clock priority to restore service to every one of our customers as rapidly as we can.

If your electrical power has been restored, and you don't have LUS Fiber service, call 99-FIBER (993-4237). The most common reason for fiber service disruption during severe storms is electrical power outage. When electrical power is restored, the home fiber system is usually restored, too.

RESTORING FIBER SERVICE USING A GENERATOR

If you lose power but have a generator, you may be able to connect it to the optical network terminal (ONT) to temporarily restore your fiber services. (The ONT is mounted on the outside wall of your house next to the electric meter.)

- 1 If you have a LUS Fiber power adaptor, it will be plugged into an indoor wall outlet; locate it. It's wired through the wall directly to the ONT and
- 2 converts electric current from AC to DC.
 - Check safety guidelines for using home generators on page 36 of this handbook.
 - A battery backup will power the average LUS Fiber home phone system for about eight hours of emergency use.
- 3 Once power is fully restored, plug the power adaptor back into the wall.



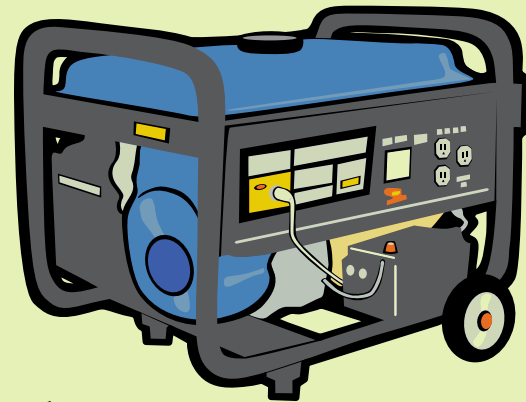
generator and chain saw safety

PURCHASING A GENERATOR

- If you choose to buy a generator, make sure you get one that is listed with the Underwriters Laboratory (UL) or Factory Mutual (FM).
- Look at the labels on lighting, appliances and equipment you plan to connect to the generator to determine the amount of power that will be needed to operate the equipment. If you don't know, ask an electrician.
- For lighting, the wattage of the light bulb indicates the power needed.
- Appliances and equipment usually have labels indicating power requirements on them.
- Choose a generator that produces more power than will be drawn by the combination of lighting, appliances and equipment you plan to connect to the generator including the initial surge when it is turned on. If not, plan to stagger the operating times.

USING A GENERATOR

- Follow the directions supplied with the generator.
- Under no circumstances should portable generators be used indoors, including inside a garage.
- Adequate ventilation is necessary, and proper refueling practices, as described in the owner's manual, must be followed.
- It is a good idea to install one or more carbon monoxide (CO) alarms inside your home (following manufacturer's installation directions). If CO gas from the generator enters your home and poses a health risk, the alarm will sound to warn you. Many home fires and deaths from carbon monoxide poisoning have occurred from using a generator improperly.
- Be sure to let the generator cool before refueling.
- Store fuel for the generator in an approved safety can. Use the type of fuel recommended in the instructions or on the label on the generator.
- Local laws may restrict the amount of fuel you may store, or the storage location. Ask your local fire department for additional information about local regulations.
- Store fuel for the generator outside in a locked shed or other protected area. Do not store fuel in a garage or anywhere inside a home, as vapors can be released that may cause illness and are a potential fire or explosion hazard.



NEVER HOOK UP A GENERATOR DIRECTLY TO A HOME'S WIRING

- Home-use (non-industrial) generators do not supply enough amperage to supply sufficient power for today's homes.
- Unless your home's power supply was installed with a disconnect to the main power feeding lines, power you put into your home from a generator could backfeed into the main line and cause safety problems for the electrical utility company, your neighbors or yourself.
- Backfeeding is supplying electrical power from a generator at the residence into the incoming utility lines. Simply connecting a cord from the generator to a point on the permanent wiring system and backfeeding power is an unsafe method to supply a building during a utility outage.

CHAIN SAW SAFETY

- If you spot downed trees on power lines, call LUS at 291-5711 for help. DO NOT attempt to remove these trees from power lines yourself.
- Be sure to wear proper protective clothing including face and eye protection, gloves, long pants and safety shoes.
- Review your owners manual to reduce chain saw kickback.
- Make sure chain brake, catcher, safety throttle switch, on/off switch and spark arrester are all working properly.
- Adjust your carburetor properly.
- Refuel chain saw only when engine is cool.
- Have several commercially sharpened saw chains to match your chain saw and bar.
- Do not attempt to cut down a dangerous broken tree yourself.
- Turn off chain saw to carry it.
- Never cut when tired or alone.
- Use a chain saw only on ground level, never on a ladder or in a tree.
- When cutting down a tree, make sure everyone is at least two tree lengths away and that you have a preplanned escape route.
- WATCH OUT FOR HAZARD!

inland flooding and tornadoes - a concern!

Most people associate hurricanes with devastating winds and storm surge. While strong winds and high storm surges do cause a tremendous amount of destruction, there are other dangers associated with hurricanes that remain long after the storm has been downgraded. Be aware of the potential for tornadoes and flooding from heavy rains after a hurricane has passed.

Since the 1970s, inland flooding has been responsible for more than half of all deaths associated with tropical storms and hurricanes in the United States. Flooding from hurricanes can occur hundreds of miles from the coast placing communities, which would not normally be affected by the strongest hurricane winds, in great danger.

Some of the greatest rainfall amounts associated with tropical systems occur from weaker tropical storms that have a slow forward speed (1 to 10 mph) or stall over an area. Due to the amount of rainfall a tropical storm can produce, they are capable of causing as much damage as a Category 2 hurricane.

FACTS ABOUT INLAND FLOODING FROM HURRICANES

- In the past 30 years, 63 percent of deaths in the United States from tropical storms and hurricanes occurred inland, mostly caused by heavy rains.
- Over the past 30 years, 78 percent of children killed by tropical storms and hurricanes drowned in freshwater floods.
- One cubic yard of water weighs 1,700 pounds. The average automobile weighs 3,400 pounds.
- The average person can be swept off their feet in 6 inches of moving water.
- The average automobile can be swept off the road in 12 inches of moving water.
- One out of four deaths from United States tropical storms and hurricanes occurred when people were trapped in their flooded vehicles, or as they tried to flee from their submerged cars and trucks.

- Rainfall is typically heavier with slower moving storms.
- Rainfall Rule of Thumb: to estimate the total amount of rainfall that can be expected from a tropical system, divide 100 by the forward speed of the storm in miles per hour. Example: (100/10mph = 10 inches of rain). Your local National Weather Service forecast office will have a more accurate estimation method to predict rainfall.

Hurricanes also produce tornadoes, which add to a hurricane's destructive power. Typically, the more intense a hurricane is, the greater the tornado threat.

FACTS ABOUT HURRICANE-SPAWNED TORNADES

- Ten percent of deaths in the United States associated with hurricanes are a result of tornadoes.
- Most tornadoes occur within 24 hours after hurricane landfall. The exception is when there is interaction with a cold front after landfall. Then more tornadoes will occur two or three days after landfall, well inland.
- Most tornadoes occur within 150 miles of the coastline.
- More tornadoes occur during the morning and afternoon rather than evening or night due to the need for a tornado to have a heat source.
- Gulf of Mexico hurricanes produce more tornadoes than Atlantic storms.
- The majority of tornadoes occur within 30 miles of the center of the tropical storm or hurricane, but there is a secondary area that is highly vulnerable further away in the outer rain bands (100 - 150 miles away from the center).
- Tornado winds can reach up to 300 mph at a forward speed of 60 mph and are usually 100 - 300 yards wide.

when you can't return home

As the aftermath of Hurricanes Katrina and Rita taught us, there may be a time when catastrophic damage makes returning home right away impossible. If that happens, people often don't know where to turn for help. We've tried to answer some of basic questions that might apply to your situation:

HOW DO I APPLY FOR DISASTER ASSISTANCE?

A number of different services and special programs are made available when the President signs a major disaster declaration. Contact the Federal Emergency Management Agency (FEMA) for assistance. Contact information is listed on Page 4.

HOW CAN I GET IN TOUCH WITH MY FAMILY?

The American Red Cross maintains a database to help you find family members. Contact the local American Red Cross chapter in your evacuation area for information or call the American Red Cross hotline at 1-866-GET-INFO (1-866-438-4636). Do not contact the chapter in the disaster area.



WHAT IF MY HOME WAS DESTROYED?

FEMA can provide disaster housing assistance to those whose homes are damaged or destroyed. To apply for assistance, call the special toll free number (1-800-621 FEMA) to register. Specially trained operators at one of FEMA's National Processing Service Centers will process your application.

WHAT IF I DON'T HAVE ANY (OR ENOUGH) INSURANCE?

You may qualify for grants from FEMA, low-interest loans from the Small Business Administration (SBA) or the Farm Service Agency (FSA), or you may qualify for tax refunds for items that were not covered by insurance. For federal tax information, contact the Internal Revenue Service at 1-800-829-1040 (TTY: 1-800-822-6268) for assistance. Information on tax assistance, grants and loans can be obtained at a Disaster Recovery Center (DRC) that may be set up after the President declares a major disaster. You can also call FEMA at 1-800-621 FEMA to register for assistance over the phone.

WHAT IF I CAN'T AFFORD TO REBUILD?

FEMA may be able to provide money to make repairs to your home. If you have the ability to repay a loan, the Small Business Administration (SBA) offers loans at low-interest rates for home repairs and personal property. Ask about housing assistance under the Individuals and Households Program. In addition, the Farm Service Agency (FSA) provides loans to help eligible low-income applicants buy, build or repair housing located in rural areas. For additional information or to apply for assistance, contact the local FSA Office serving Lafayette Parish at 262-6601. To apply for Assistance for Individuals and Households, call FEMA at 1-800-621-FEMA to register. Specially trained operators at one of FEMA's National Processing Service Centers will process your application.

WHERE CAN I GET FOOD AND WATER?

The American Red Cross and other volunteer agencies will provide you with food, water and clothing. Listen to your radio or watch local media for the location of the nearest volunteer agency facility.

(((REMEMBER)))

Because the amount and severity of damage a hurricane may cause is unpredictable, have an emergency plan for living arrangements and financial availability ready to be put into action. Also, be sure to make and keep a list of the phone numbers supplied in this section.

WHAT IF I LOST MY JOB OR CAN'T WORK BECAUSE OF THE DISASTER?

People who lose their jobs due to the disaster may apply for Disaster Unemployment Assistance (DUA) that provides weekly benefits to individuals who are unemployed and not eligible for regular Unemployment Insurance Compensation. You can call FEMA or the Lafayette Parish unemployment office at 262-5511 for information.

IS CRISIS COUNSELING AVAILABLE?

The purpose of a crisis counseling program is to help relieve any grieving, stress or mental health problems caused or aggravated by the disaster or its aftermath. These short-term services, provided by FEMA as supplemental funds granted to state and local mental health agencies, are only available to eligible survivors of presidentially declared major disasters. Those persons who may require this confidential service should inquire about it while registering for disaster assistance. Or they may contact FEMA to find out where these services can be obtained. Crisis counseling services are also offered by the American Red Cross, The Salvation Army, other voluntary agencies, as well as places of worship. Additional mental health information may be found on the U.S. Department of Health and Human Services Center for Mental Health Services' Web site, www.mentalhealth.org.

WHAT IF I NEED LEGAL HELP?

Local members of the American Bar Association, Young Lawyers Division offer free legal counseling to low-income individuals. You can get information at a Disaster Recovery Center (DRC) that may be set up after the President declares a major disaster. You can call FEMA for more information.

Contact FEMA at 1-800-621-FEMA (3362) (TTY: 1-800-462-7585)

MY FAMILY EMERGENCY PREPAREDNESS PLAN LIST

Apply what you have read in the handbook to create your own personal plan and checklist. Entering the vital information on this page now will make it easier to follow when it is needed.

I have made a plan to communicate with family members through this out-of-state contact and have made sure all of my family keeps this name and number with them at all times.

Name: _____
Phone number: _____

I plan not to evacuate and will go to a friend's or family member's home in the area. I have notified them and made all of the appropriate arrangements.

Name: _____
Address: _____
Phone number: _____

I plan to evacuate and will go to a friend's or family member's home outside of the area. I have notified them and made all of the appropriate arrangements.

Name: _____
Address: _____
Phone number: _____

I plan to go to a public shelter.

City: _____

I plan to stay in a hotel/motel as far north of I-10 as possible.

Name of hotel/motel: _____
Phone number: _____
Location and city: _____

Alternate hotel/motel location north of I-10.

Name of hotel/motel: _____
Phone number: _____
Location and city: _____

I have calculated the driving time to my destination north of I-10 at approximately four times the normal driving time, and it is: _____ hours.

I have studied the evacuation route that best suits my needs. My evacuation route will include the following route: _____

If our family is separated and we need to re-group, the following location is where we will meet: _____

I have made plans for my Special Needs family members. My plans are the following: _____

I have made plans for my pets. My plans are the following: _____

Veterinarian information: _____

I have completed my property inventory and placed it in a safe waterproof place. Location: _____

I have made an assessment of my insurance needs. I have the following:

- _____ Homeowners Insurance
- _____ Wind and Hail Insurance
- _____ Flood Insurance
- _____ Renters Insurance

Insurance information: Name of company, agent, phone number and address: _____

I have completed the necessary precautions for the following:

- _____ Exterior windows
- _____ Large windows and glass doors
- _____ Garage doors
- _____ Roof gable ends
- _____ Roof protection
- _____ Indoor hazard protection plan
- _____ Outdoor property protection plan
- _____ Trees

I have identified any anticipated extra expense due to a disaster, and have calculated an approximate amount of money that will be required to see my family and myself through. That amount: \$ _____



HURRICANE SAFETY TIPS

Lafayette Utilities System wants to aid in your safety during hurricane season. Here are a few tips you should remember in the event of a hurricane or tropical storm.

- Avoid loose or dangling power lines and report them immediately to LUS, police or the fire department.
- If power is lost, turn off major appliances to reduce power "surge" when electricity is restored.
- Do not move any downed power lines.
- Do not drive your vehicle over downed power lines.
- Turn off the electricity in your main fuse box if you see electrical system damage, such as broken or frayed wires. Do not step into water to get to your fuse box. In such a situation, contact an electrician.
- Check for wastewater or water line damage and contact LUS if you believe there is damage.
- Contact LUS at 291-5700 to report downed power lines or broken water or wastewater pipes.



A gold medal with a ribbon, symbolizing a winning team. The ribbon is red, white, and blue with yellow and gold stripes. The medal is circular and features a stylized outline of the state of Louisiana. The background is dark and textured.

LUS and LUS Fiber – a winning team for Lafayette.

LUS is the most reliable utility system in the state. LUS Fiber plays a key role in the system's overall dependability by powering its smart grids with 100% fiber optics – an infrastructure designed for speed, reliability and telecommunications of the future. Lafayette Utilities System and LUS Fiber reinvest dollars back into the community we serve – providing support to local organizations, police and fire protection, parks and recreation, and much more.

LUS and LUS Fiber – a winning combination designed to help improve the way you live – in a community we call home.

LUS
LAFAYETTE UTILITIES SYSTEM
291-8280 | lus.org

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99-FIBER (993-4237) | lusfiber.com